

GUAM FIRE DEPARTMENT

STANDARD OPERATING PROCEDURE

ORGANIZATION BOOK 1

GUAM FIRE DEPARTMENT

Standard Operating Procedures

Book 1 Organization

Table of Content

Chapter I Manual Of Operations

1. Introduction
2. Manual of Operations and Use
3. Preparation of Policies
4. Memoranda

Chapter II Definition of Terms

1. Terminology
2. Abbreviations
3. Non-Sexual Language

Chapter III Fire Department Organization

1. Organizational Chart
2. Organizational Structure
3. Position Description
4. Department Mission Statement, Goals, and Objectives

Chapter IV General Administration

- | | |
|---|---|
| 1. Uniform and Grooming Standards | 20. Minimum Staff Policy |
| 2. Protective Gear | 21. Rotation of Recalled Policy |
| 3. General Gear Issue | 22. Rotation of Personnel Policy |
| 4. Coveralls | 23. Department Staff Meetings |
| 5. Emergency Recall | 24. Use of Government Vehicles |
| 6. Subpoena Policy | 25. Station Parking |
| 7. Jury Duty | 26. Fire Chief's Secretary Office Policy |
| 8. Government Vehicle Accidents | 27. Fire Alarm Office Policy |
| 9. Citizen Accidents | 28. District Commander's Office Policy |
| 10. Citizen Complaints | 29. Maintenance Shop Policy |
| 11. Lost or Damaged Equipment | 30. Security of Fire Station |
| 12. Ride Along Policy | 31. Civilian Dress and Grooming Standards |
| 13. Required Licenses and Certification | 32. Offices, Lockers, and Desk Privacy Policy |
| 14. Time System | 33. Evolutions Policy |
| 15. Residency Information Policy | 34. Radio Communication Policy |
| 16. Common Mess | 35. Incident Critique Policy |
| 17. Public Information Releases | 36. Annual Inspection |
| 18. Communication and Notification | 37. Sexual Harassment Policy |
| 19. Training Policy | |

Chapter V Personnel Policies and Procedures

- | | |
|--|-------------------------------|
| 1. Sick Leave | 16. Compensatory Time |
| 2. Shift Trade | 17. Station Visitation |
| 3. Holidays | 18. Funeral Procedures |
| 4. Overtime | 19. Worker's Compensation |
| 5. Physical Fitness and Wellness Program | 20. Reporting to Work on Time |
| 6. Leave of Absence | 21. Typhoon Duty |

- | | |
|---|---|
| 7. Grievance Procedures | 22. Service Award Policy |
| 8. Emergency Relief | 23. Smoking Policy |
| 9. Off-Duty Employment | 24. Light Duty Policy |
| 10. Injury/Illness Industrial | 25. Beds and Locker Policy |
| 11. Disciplinary Guidelines | 26. Watch Duty |
| 12. Personnel Evaluation | 27. Physical Training (Uniform Personnel) |
| 13. Probationary Periods | 28. Military Training Guidelines |
| 14. Complaints Against Fire Department Personnel | 29. Fire Academy Policy |
| 15. Fire Department Member Notification of Death Policy | 30. Personnel I.D. Card |

Chapter VI Conduct and Ethics

1. General Conduct
2. Code of Ethics

GUAM FIRE DEPARTMENT

ORGANIZATION	
Chapter:	I - Manual of Operations
Subject:	Introduction
Code:	1-I-1
Revised:	Draft

1.01 PURPOSE

To set forth and establish a standard, written source of departmental policies and procedures, which will promote the effective and efficient operation of the Fire Department.

1.02 POLICY

The Guam Fire Department shall establish an Operations Manual containing written, standardized operational policies, procedures and regulations. Said manual shall be utilized by the Fire Department personnel as the official reference source of written guidelines pertaining to departmental operations of an organizational, routine or emergency nature.

1.03 AUTHORITY

- A. Pursuant to the authority vested in the Fire Chief by Guam Law and Local Ordinance, the Operations Manual is hereby established as the standard, written reference source of Departmental Rules, Regulations, Policies, Procedures and Operations.
- B. The contents of the Operations Manual shall supersede any conflicting information contained in any other departmental publication.

1.04 RESPONSIBILITIES

- A. It shall be the responsibility of all employees to familiarize themselves with and conform to the policies, regulations and procedures contained within the Operations Manual.
- B. It shall be the responsibility of all Fire Department Officers to supervise and command their subordinates within the guidelines and philosophies contained within the Operations Manual.

1.05 PHILOSOPHY

- A. Policies in the form of reasonable guidelines are necessary for the proper operation of any organization. Such policies must be standardized in a workable, readable format, which is available to all levels of the organization.
- B. Knowledge of these policies and procedures by Fire Department members is essential for the maintenance of discipline and the development of teamwork and morale.

- C. The policies, procedures and regulations contained within this Manual are intended to be reasonable and workable guidelines of a positive nature.
- D. Periodic review and revision of policies and operational procedures, recognized as necessary, has been incorporated as part of this manual.
- E. This Manual of Operations cannot be expected to provide a solution to every question or problem, which may arise in an organization established to provide an emergency service delivery system. It is expected, however, that it will be sufficiently comprehensive to cover, either in a specific or general way, the majority of operational and administrative activities, which involve the members of the Guam Fire Department.
- F. The existence of these written guidelines is not intended to limit any member in the exercise of judgment or initiative in taking the action a reasonable person would take in extraordinary situations, which may arise in the fire service. Much by necessity must be left to the loyalty, integrity and discretion of members.

GUAM FIRE DEPARTMENT

ORGANIZATION	
Chapter:	I - Manual of Operations
Subject:	Manual Organization and Use
Code:	1-I-2
Revised:	Draft

2.01 PURPOSE

To explain the organization and usage of the Guam Fire Department Manual of Operations so that Fire Department personnel will understand how to correctly and fully utilize the Manual of Operations.

2.02 POLICY

- A. The Operations Manual shall contain sufficient information pertaining to its organization and usage which will assist Fire Department personnel in their use and understanding of the Manual.
- B. Fire Department personnel shall familiarize themselves with the organization and use of the Operations Manual.

2.03 CONTENT

All Rules, Regulations, Operational or Administrative Procedures, Memos, General Orders and Special Orders of the Guam Fire Department, which are of concern to its uniform and civilian members, are contained within the Operations Manual.

2.04 ORGANIZATION

- A. The Manual is composed of four books each (except the Memoranda Book) is identified by an Arabic number and its title. These are as follows:
 - 1. Book 1. Operations
 - 2. Book 2 Routine Operations
 - 3. Book 3. Emergency Operations
 - 4. The Memoranda Book

In addition to these four books, there is also a separate Index which lists the subjects covered throughout the entire Manual.

- B. Each of the first three Books is divided into chapters, which are designated by Roman numeral and title.
- C. Each chapter is divided into subjects, which are identified by Arabic number and title.
- D. Each subject is divided into sections, which are identified by a decimal number. This decimal number is composed of the whole number assigned to the subject and a decimal number ranging from .01 to .99, depending upon the number of sections. For example, the third section of the fourth subject would receive the following section number, 4.03.
- E. Sections may be further broken down, if necessary, by using standard outline techniques beginning with a capital letter following the section number.
- F. Each Book contains a Table of Contents, which lists its chapters and subjects.

2.05 CODING

- A. The basic unit of information in the Manual is the subject.
- B. Each subject receives a code number for identification purposes.
- C. The code number is composed of three digits; the Book number, the chapter numeral and the subject number.
- D. A typical reference code would be written in the following manner: 3-IV-5. This identifies the fifth subject in chapter four of Book Three. Restated, the code is composed of the BOOK NUMBER, CHAPTER NUMERAL, and SUBJECT NUMBER.

2.06 PROCEDURE

The Manual of Operations is designed to facilitate rapid and easy reference of desired information. To accomplish this, two different methods have been devised for locating areas of concern.

- A. To locate a subject within a given general area, a member can simply refer to the Book, which covers that area and utilize its Table of Contents to locate the desired subject.
- B. The memoranda contained within this Book are temporary in nature and must be removed and filed as soon as they become out of date or no longer valid. Memoranda, which become a permanent policy, are converted to regular policy format. (Also see 1-I-4)

GUAM FIRE DEPARTMENT

ORGANIZATION	
Chapter:	I - Manual of Operations
Subject:	Preparation of Policies
Code:	1-I-3
Revised:	Draft

3.01 PURPOSE

- A. To establish a systematic procedure for the preparation or change and distribution of Fire Department policies.
- B. To insure the proper and regular systematic review of the Operations Manual.
- C. To insure the proper, timely, systematic and controlled revision and update of the Operations Manual.

3.02 POLICY

- A. A “policy” shall be defined as: a declared intent or objective that shall be used as a basis for decision and action.
- B. A “procedure” shall be defined as: a prescribed or acceptable routine or method of performing or implementing a desired course of action.
- C. The establishment of policies shall be a management prerogative, except that participation may be sought from employees in the development of those policies concerning conditions of employment and/or procedures and methods of an operational nature.
- D. It shall be the policy of this department, insofar as possible, to establish, in writing, the guiding principles and acceptable methods of action to be used by our personnel.
- E. These policies are intended to provide internal consistency.

3.03 RESPONSIBILITY

- A. It is the responsibility of the Fire Chief to review and edit new and proposed policies.
- B. It is the responsibility of the members who are assigned to review or revise policies to follow the prescribed review process and to ensure continuity with existing policies.
- C. The Fire Chief’s secretary shall be responsible for the distribution of all policies and procedures and shall maintain the master copy of the Operations Manual. The Fire Chief’s secretary shall also maintain the Dead File and the Policy Review Schedule and shall coordinate the scheduled review of all policies and procedures.
- D. The Fire Department Officers shall be responsible for communicating established policy to all employees in their command. District Commanders shall be responsible for the maintenance and updating of the copy or copies of the Operations Manual, which are assigned to their command.

3.04 FORM

- A. The appropriate standard format and letterhead shall be used when composing the final draft of any given policy or procedure. All numbering and coding shall be consistent with existing policies.
- B. The standard typing format will be utilized when typing the final draft of any policy or procedure.
- C. Although not at all inclusive, the breakdown of a policy may include:
- D. PURPOSE: The general goal of the policy stated in such a manner so as to indicate why the policy is necessary.
 - 1. POLICY: Statements as to what the policy shall be.
 - 2. SCOPE: The parameters of the subject.
 - 3. ORGANIZATION AND STAFFING: The policy may either change existing or creates new organizational structure to accomplish its purpose. This may include the formation of a special committee to carry out some function. Staffing may be treated separately, with a delineation of the number of classifications required, and a description of duties and responsibilities.
 - 4. AUTHORITY AND RESPONSIBILITY: For purposes of implementing the policy and ensuring its effective operation, authority and responsibility must be clearly defined. Authority may be treated separately from responsibility if the nature of the policy requires it.
 - 5. PROCEDURE: Generally, the procedures shall be stated at the end of the policy.
 - 6. OTHER HEADINGS: Other functional sub-headings that are appropriate to the subject matter may be used as necessary.

3.05 DISTRIBUTION

The Fire Chief's Secretary shall coordinate the distribution of policies and memorandums within the parameters of the following process:

- A. After approval by the Fire Chief, the Fire Chief's secretary shall insure that the final copy of the policy has been typed using the appropriate format and letterhead.
- B. The appropriate number of copies shall be made, and a cover memorandum, providing any necessary information and/or instructions, shall be attached to each one.
- C. The Fire Chief's secretary shall update the master copy of the Manual and those copies of policies being replaced shall be placed in the Dead File.
- D. The Fire Chief's secretary shall update the Policy Review and Revision Schedule accordingly.
- E. The copies of the policy with the attached memorandum will be sent to the appropriate members having charge of the various operations.
- F. Personnel receiving the copy of the new policy with its attached memorandum will follow any instructions pertaining to pen and ink corrections of the appropriate Table of Contents and/or Index, which may be on that memorandum. They will insure that the copy of the Manual in their charge is promptly updated and that the cover memorandum is placed into the Memoranda Book. They will also inform all personnel in their command of the new policy. The copies of the old policies, which are being replaced shall be removed or discarded.

3.06 PREPARATION PROCEDURE

In order to insure uniformity and continuity of departmental policy, those members involved in the preparation or change of policy must correctly follow the prescribed standard procedures listed in this text. The following procedure shall be followed when developing a new policy or when processing an unscheduled change in policy.

- A. When a need for change is realized or a new policy is desired, the proposed policy should be formulated into a rough draft.
- B. Additional staff input should be incorporated into the formulation process through staff meetings and/or other means.
- C. The refined proposal should be drafted and sent through proper channels to the Fire Chief for review and approval.
- D. The Fire Chief will review the proposal and decide whether the new policy is necessary or not and may approve the policy as is or re-contact the originating member(s) for discussion, but the final decision remains with the Fire Chief.
- E. If revision is necessary prior to approval, the Fire Chief will contact the originating member(s) and coordinate the revision process.
- F. After approval of a policy, the Fire Chief's secretary will prepare the policy for distribution and initiate the distribution process.
- G. The Fire Chief is the final review level in the policy preparation process. As such, it is the Fire Chief's prerogative to establish policy directly or seek staff input as seen fit.

3.07 REVIEW AND REVISIONS

A regular periodic review has been built into the system in order to review and revise the existing policies. Policy reviews are scheduled on a quarterly basis. The different books of the Manual are reviewed, one each quarter of the year. The process begins with Book I being reviewed during the first quarter of the year and ends with the Memoranda Book and the Index being updated by the end of the fourth quarter of the year. A zero based approach (from scratch) will be utilized as the basis for this review process. This approach involves asking basic questions in order to determine the validity of an existing policy. The idea is to decide whether or not a given policy is still necessary, needs revision, or can remain in effect as it is.

The following procedure shall be the process for review and revision of existing policy.

- A. The Fire Chief's secretary will initiate the review process by checking the Policy Review Schedule each month and sending out a review notice to those members charged with review of the given policies on the schedule for that month.
- B. When the involved member receives the above-mentioned notice for a given policy, the zero-based approach will be utilized during the review process.
- C. If the policy being reviewed is considered invalid, then this should be noted on the review notice and a recommendation for approval from the system should be forwarded to the Fire Chief.
- D. The Fire Chief will review the recommendations and either approve the removal or re-contact the reviewing member for questions and discussion.
- E. If removal is not approved, the Fire Chief may re-contact the reviewing members for discussion. After said discussion, the Fire Chief may maintain the original decision or may reconsider. If the decision is to reconsider, the Fire Chief may decide to remove the policy from the system or to have it revised.

- F. If, at the beginning of the review process the member charged with that review decides that the policy in question is still valid, then the next step is to determine whether or not a revision of the policy is in order.
- G. If no revision is needed, then this would be indicated on the review notice and the notice would be returned to the Fire Chief's secretary. The Fire Chief's secretary would then simply reschedule the policy for the next review period.
- H. If revisions were in order, then a proposed revision would be formulated and sent to the Fire Chief for review and approval.
- I. The Fire Chief would review the proposed revision and either approve it or re-contact the member for discussion and possible further revision. The Fire Chief would coordinate the revision process.
- J. Any approved revisions will be sent to the Fire Chief's secretary for preparation and distribution.

GUAM FIRE DEPARTMENT

ORGANIZATION	
Chapter:	I - Manual of Operations
Subject:	Memoranda
Code:	1-I-4
Revised:	Draft

4.01 PURPOSE

To provide policy, procedure and guidelines to properly manage and control the preparation and distribution of intra-departmental memoranda.

4.02 POLICY

- A. Memoranda may be initiated by different levels within the department depending upon the nature of such memoranda (See 4.04).
- B. All memorandums, which affect the entire Fire Department, shall contain a termination date (See 4.05).
- C. Only those memorandums, which are of general interest and concern to the entire Fire Department, shall be placed into the Memoranda Book.

4.03 RESPONSIBILITY

- A. The Fire Chief has the overall responsibility for control and management of the generation, distribution and proper usage of intra-departmental memoranda.
- B. All members who are authorized to originate intra- departmental memoranda shall do so in accordance with the guidelines established within this policy.
- C. Members who are charged with the care and updating of the Operations Manual sets are responsible for keeping the Memoranda Book current within the guidelines established within this policy (See 4.06).
- D. It is the responsibility of the District Commander to report all new memorandums to each Fire Fighter under their command and to record this action (See 4.08).
- E. It is the responsibility of the Fire Chief's Secretary to convert departmental memoranda to regular policy format and to distribute such on or before the indicated termination date.

4.04 INITIATION OF MEMORANDA

Memoranda may be initiated by different levels within the Fire Department according to the following guidelines.

- A. The following types of memoranda may only be initiated by or with the approval of the Fire Chief:
- B. Memoranda announcing a permanent change in departmental policy.
 - 1. Memoranda announcing a temporary change in departmental policy.
 - a. Memoranda announcing promotions, changes of shift assignments and other official personnel actions.
 - b. Memoranda announcing important events, which will affect the general membership of the department.
- C. Any level within the department may initiate the following types of memoranda.
 - 1. Memoranda, which are used as a communication medium between specific individuals.

2. Unofficial memoranda of general interest to the overall membership of the department.
- D. Those memoranda, which are initiated within the Fire Department must have a purpose and should not be initiated frivolously or without true necessity.

4.05 TERMINATION DATE

The termination date on an inter-office memorandum is used to indicate the date after which the memorandum in question is no longer valid.

- A. All memoranda, which affect the entire Fire Department shall have a clearly stated termination date.
- B. The time frame between the initiation of a memorandum and its termination date shall be no longer than is necessary to fulfill the function of said memorandum. For example, a memo announcing an event on a certain date would terminate on the day of said event.
- C. If the nature of the subject matter of a given memorandum does not lend itself to an inherent termination date, it shall remain in effect until terminated in writing.
- D. Memoranda shall be discarded whenever their respective termination dates are reached.

4.06 MEMORANDA BOOK

- A. The Memoranda Book is used to contain current memorandums, which affect the entire Fire Department.
- B. Only current memoranda, which have not reached their termination date shall be maintained within the Memoranda Book. All memorandum, which has reached their termination date shall be removed and discarded.
- C. Memorandums shall be maintained within the Memoranda Book in chronological order. The most recent memorandum shall be kept in the front of the Book with all memorandums filed back chronologically, toward the back of the Book where the earliest (but still valid) memoranda are kept.

4.07 THE COVER MEMO

- A. The Cover Memo is used as an instruction sheet to those members who are charged with maintaining the various copies of the Operations Manual.
- B. Cover Memos are form memos, which contain standardized instructions concerning updates to the Operations Manual.
- C. A Cover Memo shall accompany every change, update and new policy of the Operations Manual.
- D. Cover Memos are placed into the Memoranda Book for the period specified by the termination date.

4.08 GENERATION OF DEPARTMENTAL POLICY

- A. New policies and/or changes in the existing policies, which are permanent in nature, shall be placed into the standard policy format via the regular established system for policy preparation (see I-3).
- B. Whenever an immediate or emergency need for a new policy and/or a change in an existing policy (which will be permanent in nature) arises, a memorandum may be originated in order to expedite the immediate communication of the policy in question. In this process, the following must hold true:

1. Said memorandum announcing the emergency and/or immediate (permanent) change in departmental policy shall contain a termination date of not more than thirty (30) days.
 2. Said memorandum announcing such an immediate, permanent change shall contain a statement indicating that said policy shall be converted to regular policy format (See 1-I-2 and 1-I-3) and shall be distributed for update of the Operations Manual on or before the indicated termination date.
 3. Said memorandum shall be converted to regular policy format and distributed to those charged with maintaining the various copies of Operations Manual by the Fire Chief's secretary on or before the indicated termination date.
- C. New policies and/or changes in existing policies, which are temporary in nature, are normally communicated via memorandum. Such memorandums shall contain a termination date in accordance with the time frame necessary for the temporary policy change.
- D. Any memoranda, whether permanent or temporary in nature, shall be read by the Officers-In-Charge to each shift at their respective meeting. The Officer-In-Charge is responsible then to have the memoranda signed by every Fire Fighter, under his/her command, signifying that the Fire Fighter has read and understands said memoranda.
- E. The signed memoranda shall be retained and filed in a chronological order by the Officer-In-Charge. The most recent memoranda shall be kept in the front of the file with all others filed back, chronologically toward the back where the earliest (but still valid) memoranda is kept.

4.09 DEAD FILE

The Fire Chief's secretary shall keep a Dead File of all Memoranda Book memorandums, which has expired. Members charged with the upkeep of the various Operations Manual sets should simply discard any outdated memoranda that may be in the Book. Station Commanders should discard outdated, signed memoranda that may be in the file.

GUAM FIRE DEPARTMENT

ORGANIZATION	
Chapter:	II - Definition of Terms
Subject:	Terminology
Code:	1-II-1
Revised:	Draft

1.01 PURPOSE

To provide members with a list of basic Fire Department terms and their working definitions in order to facilitate better written and verbal communication within the Guam Fire Department.

1.02 POLICY

- A. A list of basic Fire Department terms and their working definitions shall be provided in the Operations Manual.
- B. Although not totally inclusive, those terms and definitions contained within said list shall be officially recognized by all members of the Fire Department.

1.03 DEFINITIONS

As per Fire Department Policy, the following list of terms and definitions is included in the Operations Manual.

Active Duty: That period of time during which a member shall be at a designated place of assignment representing the Fire Department.

Acting Fire Chief A person's temporary appointment to the position of Fire Chief.

Acting Position: A temporary position at a higher classification occupied for a specific period of time by any member so designated.

Administrative Office: Office of the Fire Chief.

Aerial Apparatus: A piece of automotive fire equipment meeting NFPA #1901 Standards and equipped with either an aerial ladder or an elevating platform.

Alarm: A notification to Fire Department units to initiate a response.

Alarm Room: Communication room within a fire station.

Apparatus: Any motorized vehicle carrying fire fighting tools, equipment or personnel.

Assistant Fire Chief: See Division Commander.

Battalion Chief: See Fire Battalion Chief (position description).

Bureau: See Division.

Bureau Chief: See Division Commander.

Captain: See Fire Captain (position description).

Chain of Command: Relationship of responsibility and authority, as shown on organizational chart.

Channels Through: The transmission of communications through chain of command, in ascending or descending order.

Chief: The Fire Chief; the chief administrative officer of the Fire Department.

Chief Officers: Those members holding the rank of Fire Chief, Deputy Fire Chief, Assistant Fire Chief, Battalion Chief.

Civilian: Any non-uniform personnel employed by the Guam Fire Department.

Commanding Officer: "Member's" immediate supervisor in chain of command.

Communications: Interchange of correspondence or message; verbal or written.

Communications Center: same as "Fire Alarm Office"

Company Commander: Any officer in command of a company and their assigned quarters.

Company: Engine and/or Truck company: members under the command of a Company Officer, assigned to a station with apparatus.

Company Fire Prevention District: The area in which a company has specific responsibilities for the fire prevention inspection of assigned occupancies.

Company Inspection: An inspection by fire company (ies) of an occupancy or premises for the purpose of code enforcement.

Department: Guam Fire Department.

Deputy Fire Chief: Classification of rank. Officer in charge of the Fighting Division of the Fire Department and is chief administrative assistant to the Fire Chief.

Detail: One or more members given a routine or special assignment.

District Commander: A chief officer in charge of a firefighting district.

Division: A major subdivision \of the Fire Department with specific responsibilities.

Division Commander: Classification of rank. A Chief Officer assigned as administrative head over a division of the Fire Department.

Drill: A training session or evolution.

Emergency Order: Order of a temporary nature pertaining to a particular emergency and valid until emergency no longer exists. May be written or oral.

Emergency Vehicle: Any vehicle owned or operated by the Fire Department.

Engine: A mobile Engine usually carrying 500 gallons or more.

Engine Company: Personnel assigned on an engine apparatus.

Equipment: All articles used by the department, other than apparatus, quarters, and expendable supplies.

Evolution: Practical drill simulating an actual fire fighting situation.

False Alarm: An alarm given with malicious intent or without reasonable cause.

Fire Alarm Office: Central Fire Communication Office and Fire Dispatch, also known as Communications Center.

Fire Apparatus: Automotive vehicles with a specific fire fighting function, designed in accordance with NFPA #1901 Standards, used to carry fire fighting personnel and equipment.

Fire Battalion Chief: Classification of rank. A Chief Officer commanding a shift, battalion, or other subdivision within the department.

Fire Chief: Classification of rank. Chief administrative officer of the department.

Fire Company: A crew of members under the command of a Company Officer or acting officer assigned to a Fire Station with apparatus.

Fire Department Staff: Fire Chief, Deputy Fire Chief, Assistant Fire Chief in charge of Suppression and Building and Life Safety Divisions.

Fire Division Chief: Classification of rank. A chief officer assigned as the administrative head over a division of the Fire Department. Also see Division Commander.

Fire Fighter: Classification of rank. First level safety member who performs general Fire Department duties under the supervision of a Company Officer.

Fire Investigator: A department member assigned the collateral duties of fire investigation.

Fire Captain: Classification of rank. May serve as Officer-In-Charge, Shift Training Officer, and/or Company Officer.

Fire Ground: Operational area at a fire under command of an incident commander; the place where fire fighting operations are being conducted.

Fire Prevention Officer: A department member assigned the duties and responsibilities of fire prevention.

First Alarm District: Same as First In District.

First Due: The company that is normally to arrive first on an alarm.

First In District: The area in which a company is normally the first to arrive at the scene of an emergency.

First In Officer: The first Fire Department officer to arrive at the scene of an emergency.

GFD: Guam Fire Department

General Orders: Any order of permanent character, which requires the attention of the entire department personnel.

Goal: A general statement of aim and direction, which establishes the overall mission for an organization.

Immediate Family: The immediate family means spouse (to include common-law), parent(s), child(ren), grandchildren, brother(s), sister(s), grandparent(s), mother-in-law, father-in-law, foster parent(s), or blood relative(s) who serve as foster parent(s).

Incident Commander: The member who is in charge and has the responsibilities of an emergency incident that the fire department is involved in.

Incident Command System(ICS): ICS is a standardized organization and management system utilized in the handling of emergency incidents.

Interdepartmental Memorandum: A notice issued by the Fire Chief or other authoritative source.

Ladder Company: A fire company staffing a piece of aerial apparatus specially trained in ladder work, ventilation, rescue, forcible entry, and salvage operations. Same as Truck Company.

Leave of Absence: A granted leave from the Fire Department (with or without pay) within the guidelines of the Rules and Regulations of Department of Administration.

Manual of Operations: An administrative directive by the Fire Chief establishing the practices and procedures of the department. Same as the Operations Manual.

Member: Any employee in the Guam Fire Department performing the duties of a Fire Fighter, under whatever designation they may describe in any salary or departmental ordinance providing compensation for the Fire Department. The term member shall include officers.

Memo: A method of written communication utilizing a transitory notice issued for the guidance and information of members of the department.

Memorandum of Understanding (M.O.U.): An agreement between representatives of executive management of the Island of Guam.

Meritorious Act: One that is worthy of commendation or possesses merit and is deserving of reward or recognition.

Objective: A specific statement of desired achievement and/or performance, which is directly measurable in scope and time factor.

Officer-In-Charge: An individual in charge of a unit.

Officers: Officers of the Fire Department. Order of rank: Fire Chief, Deputy Fire Chief, Assistant Fire Chief, Fire Battalion Chief, and Fire Captain.

On-Duty: A condition of employment wherein a member is actively engaged in a function of the department.

Operations Manual: Same as Manual of Operations.

Oral Reprimand: An official oral notification by a superior to a subordinate that there is cause for dissatisfaction with his/her performance, and that further disciplinary measures may be taken, if not corrected.

Paramedic: Classification of rank. A Fire Department member holding current Guam certification as a Mobile Intensive Care Paramedic responsible for emergency medical care within current Government Guidelines.

Personnel: Any employee in the Fire Department.

Pre-Fire Plan: A plan of operations containing current strategic information and procedures for fire suppression operations in a given occupancy or complex.

Pre-Fire Plan Inspection: An inspection made by Fire Department members to study potential fire fighting and rescue problems at a given occupancy and to formulate a pre-fire plan.

Pumper: A piece of automotive fire apparatus meeting NFPA #1901 Standards and equipped with a pump, water tank, and a compliment of hose, tools, and equipment (same as engine).

Quarters: Any department building or place wherein members or companies are assigned.

Regular Response Assignment: Pre-determined assignment of companies relative to alarm responses.

Relief Person: One who is asked to act in the official capacity of another who is on a day-off or otherwise absent.

Senior: Rank (first), length of service in rank (second), length of service in department (third).

Seniority: Measured by continuous length of service in the department.

Senior Officer: One who has served longer in the same office position than another, or one who has achieved a higher rank.

Shift: A period of 24 hrs. beginning at 0800 hrs. and ending at 0800 hrs the following day.

Shift trade: The authorized tour of duty exchange between members of the same platoon.

Special Drill: A special assignment for departmental service.

Special Duty: When a member is assigned to perform a particular service of a non-routine nature, when regularly on-duty.

Special Notice: A transitory notice issued by the Fire Chief or other authoritative source for the guidance and information of members of the department.

Special Order: An administrative directive of temporary nature affecting practices and procedures of the department and shall be effective until canceled or included in the Operations Manual.

Station Journal: A legal record of daily events and activities (visitors, fire calls, etc.).

Still Alarm: Generally, an alarm for a less severe incident initially requiring only a single engine response.

Subordinates: A member who stands in order of rank below another.

Superior: A member who stands in rank above another.

Superior Officer: An officer who stands in order of rank above another officer.

Tour: A string of twenty-four (24) hour normally worked by members of the same platoon. A tour encompasses the regular cycle of twenty-four (24) hours on and twenty-four (24) hours off.

Truck: A piece of aerial apparatus equipped with ground ladders and standard ladder company equipment.

Truck Company: Same as "Ladder Company."

Uniform Members: Those members of the department authorized by the Fire Chief to wear the Fire Department Uniform.

Unit: One piece of apparatus or one company.

Written Reprimand: An official notification in writing by a superior to a subordinate that there is cause for dissatisfaction with his/her performance, and that further disciplinary measures may be taken, if not corrected.

Work Shift: For all department positions, except those designated by the Chief, be twenty-four hours.

Work Shift Stand-By: The authorized stand in for a member by another member of the department not normally exceeding nine (9) hours.

GUAM FIRE DEPARTMENT

ORGANIZATION	
Chapter:	II - Definition of Terms
Subject:	Abbreviations
Code:	1-II-2
Revised:	Draft

2.01 PURPOSE

To provide a means of producing clear and concise communications through the reasonable use of abbreviations within the Fire Department's records and reports.

2.02 POLICY

- A. Within this policy there shall be provided a listing of approved abbreviations, which are appropriate for use in all department written communications.
- B. Unapproved abbreviations may be utilized in a communiqué provided that a clear and specific definition of that abbreviation is provided within that communiqué.
- C. Utilization of abbreviations shall be at the discretion of the communicator but shall not be utilized in such a manner as to hinder clarity or continuity of the communiqué.

2.03 ADMINISTRATIVE ABBREVIATIONS

A. Months of the year:

Jan. - January
Feb. - February
Mar. - March
Apr. - April
May - May
Jun. - June
Jul. - July
Aug. - August
Sept. - September
Oct. - October
Nov. - November
Dec. - December

B. Days of the week:

Mon. - Monday
Tues. - Tuesday
Wed. - Wednesday
Thurs. - Thursday
Fri. - Friday
Sat. - Saturday
Sun. - Sunday

C. Directions:

N - North
S - South

E - East
W - West
NE - Northeast
NW - Northwest
SE - Southeast
SW - Southwest

D. Rank:

AC – Assistant Fire Chief
BC - Battalion Chief
Capt. - Captain
DC - Deputy Chief
FC - Fire Chief
FFI – Firefighter I
FFII – Firefighter II
FSS – Fire Service Specialist
FM - Fire Marshal
FP - Fire Prevention
IC - Incident Commander
OIC - Officer-In-Charge
PIO - Public Information Officer
Disp. - Dispatcher
Mech. - Mechanic

2.04 GENERAL ABBREVIATIONS

Bldg. - Building
Blvd. - Boulevard
Co. - Company
Comm. - Communications
C.P. - Command Post
Dept. - Department
DOA - Dead On Arrival
Dr. - Drive
Eng. - Engine
E.R. - Emergency Room
F.D. - Fire Department
I.C.S. - Incident Command System
Insp. - Inspection
L.P.G. - Liquefied Petroleum Gas
Ln. - Lane
P.D. - Police Department
St. - Street
Trk. - Truck

GUAM FIRE DEPARTMENT

ORGANIZATION	
Chapter:	II - Definition of Terms
Subject:	Non-Sexual Language
Code:	1-II-3
Revised:	Draft

3.01 PURPOSE

To establish policy and guidelines relative to the use of non-sexist language in Fire Department correspondence, presentations, and publications.

3.02 POLICY

- A. Fire Department correspondence, presentations, publications, etc., shall be written without reference to gender.
- B. The acceptable alternatives to the male only pronoun in order of preference are:
 - 1. Rewording a sentence to eliminate unnecessary gender pronouns whenever feasible. (Example: “The average American drinks his coffee black.” to “The average American drinks black coffee.”)
 - 2. Recite the sentence in a plural to eliminate gender pronouns. (Example: “Most Americans drink black coffee.”).
 - 3. Replace the masculine pronoun with “you”. Note: This works best in informal writing or speech. (Example: “If you’re an average American, you drink black coffee.”).
 - 4. Use both gender pronouns in he/she form, alternating he/she with she/he (Example: “Each employee should request the information from his/her supervisor.”).
- C. Women and men should receive the same treatment in all areas. Physical descriptions, sexist references, de-meaning stereotypes, and condescending phrases should not be used.
 - 1. Do not assume maleness when both sexes are involved.
 - 2. Do not gratuitously mention family relationships when they have no relevance to the subject at hand.
 - 3. Use the same standard for men and women in deciding whether to include specific mention of personal appearance or marital and family situations.
 - 4. Women should be referred to by their own names rather than in terms of their roles as wife, mother, etc.
 - 5. Use first and last names, then last names only for both sexes instead of last names for men (Smith) and Ms. Smith for women.
- D. Avoid value judgments based on sex:

No	Yes
A man-sized job.	Sizable, large job.
A manly effort.	Valiant effort.
The weaker sex.	Women
Little women, better half.	Wife
- E. Avoid attaching suffixes or using special terms, which denote sex. For example:

No	Yes
----	-----

Policeman, Policewomen	Police Officer
Newsman, Newswoman	Reporter
Businessman,	Executive, Manager
Mailman	Mail Carrier
Foreman	Supervisor
Fireman	Fire Fighter
Airline steward/Stewardess	Flight Attendant
Crewman	Crewmember

F. Alternatives for sexist words and phrases:

Term	Alternative
Act like a lady and think like a man	Act humanely and think clearly.
Authoress	Author
Wives/Husbands	Spouses
Committeeman, men	Committee member(s)
Congressman/men Representative	Member(s) of Congress
Dear Sir (salutation)/Dear Executive	Dear Sir or Madam
Manmade	Synthetic, artificial
Manning	Staffing
Manpower	Labor, Staff, People,
Personnel	Human Resources

G. Use Ms. to refer to single and married women unless the individual addressed prefers Miss or Mrs.

H. Avoid using “girl” or “boy” when referring to employees over eighteen (18) years of age.

I. Use worker’s compensation, not workmen’s compensation.

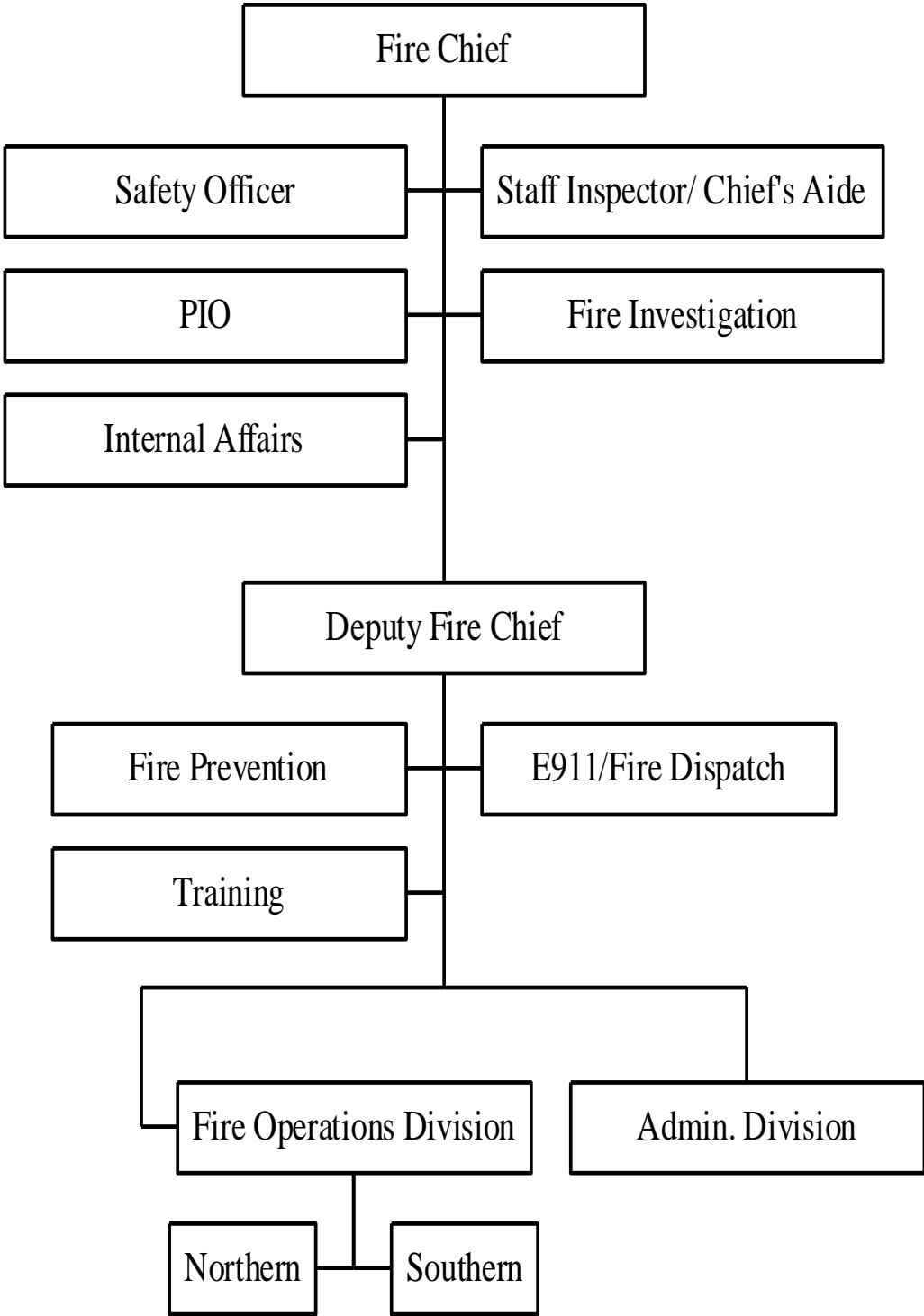
3.03 RESPONSIBILITY

It is the responsibility of all employees of the Fire Department to correctly follow the prescribed policy and procedures relative to the use of non-sexist language.

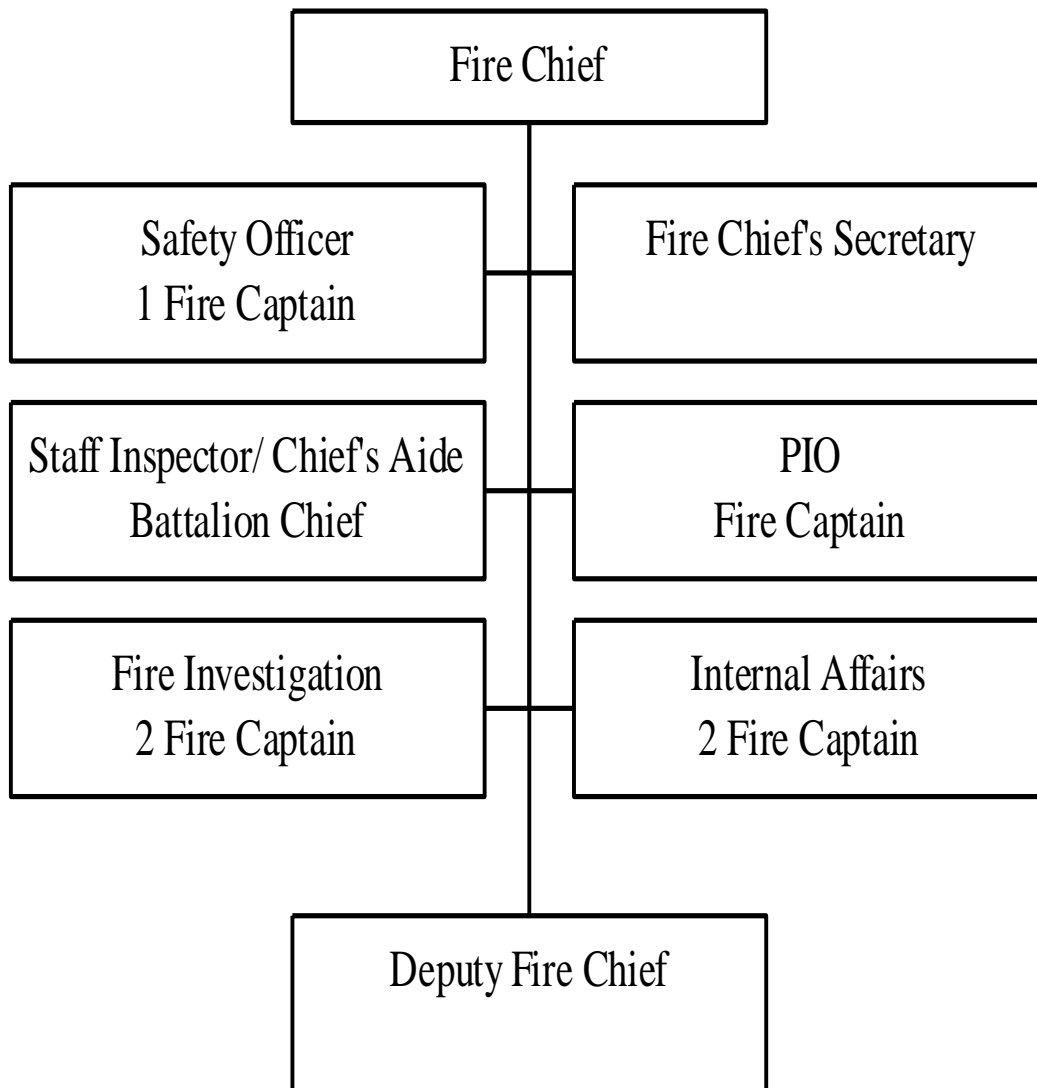
GUAM FIRE DEPARTMENT

ORGANIZATION	
Chapter:	III Fire Department Organization
Subject:	Organizational Chart
Code:	1-III-1
Revised:	Draft

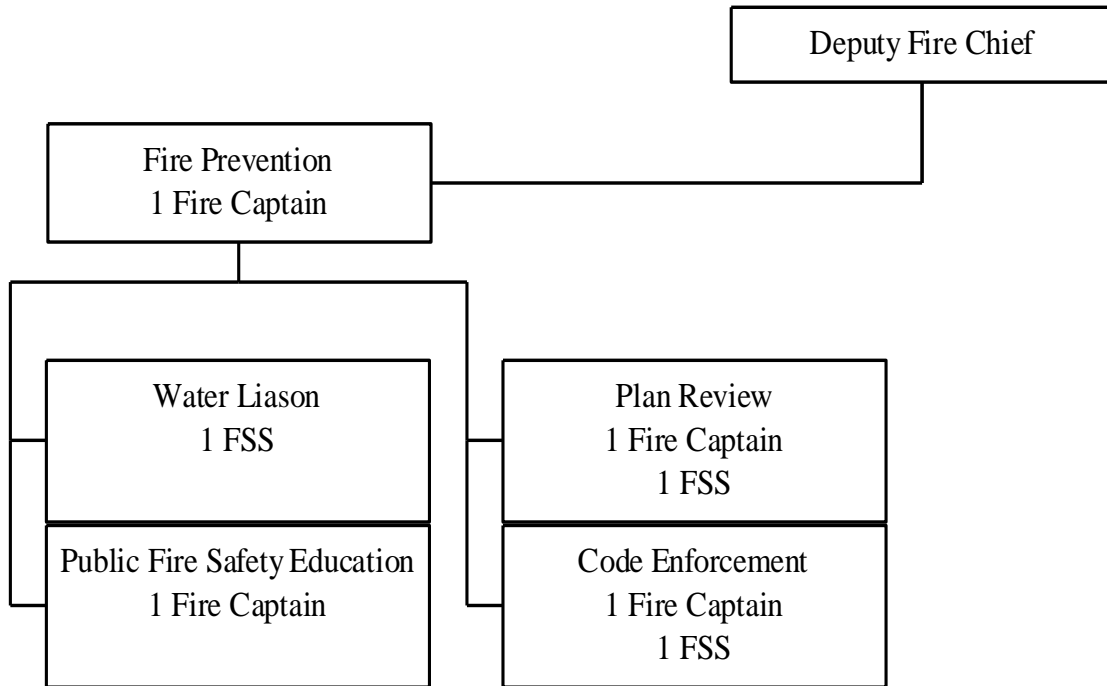
Guam Fire Department Organizational Chart



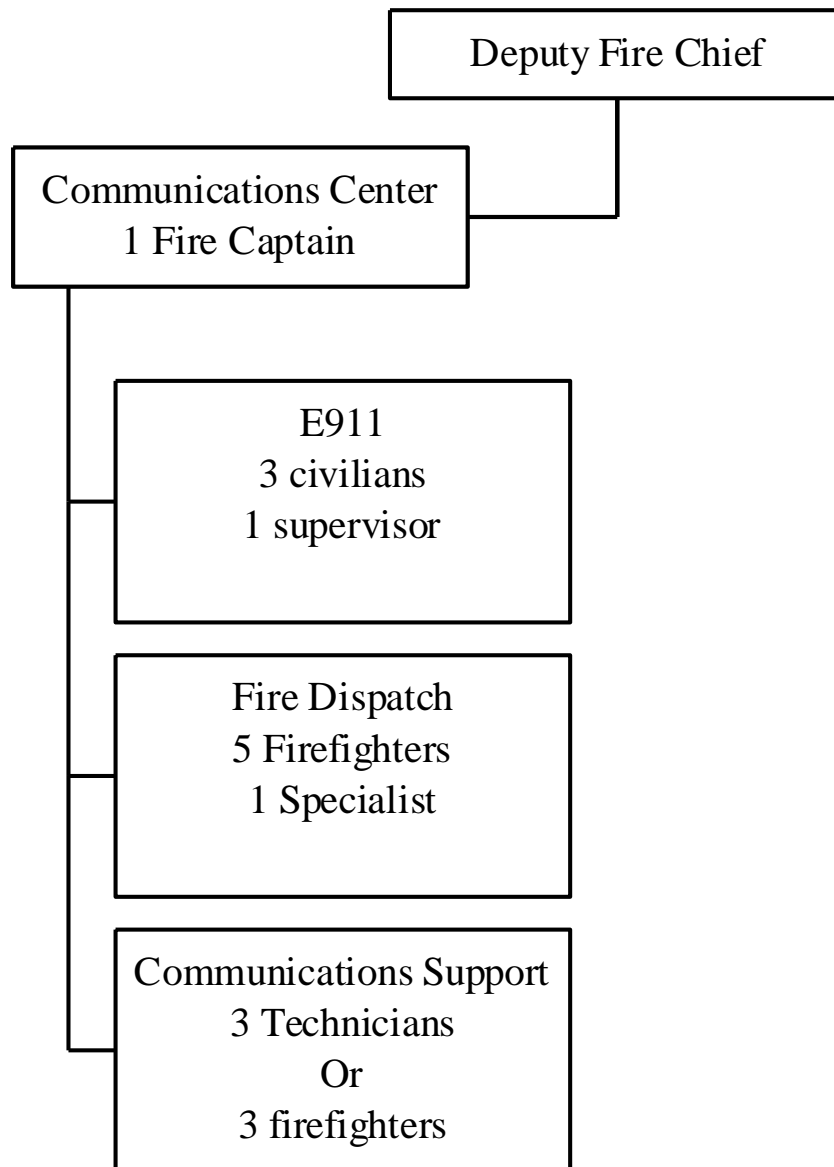
Fire Chief's Office Organizational Chart



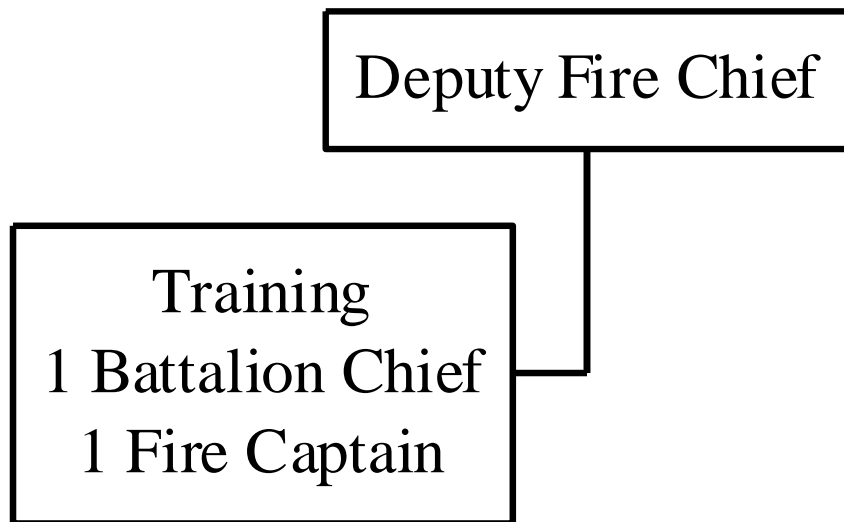
Fire Prevention Organizational Chart (per shift)



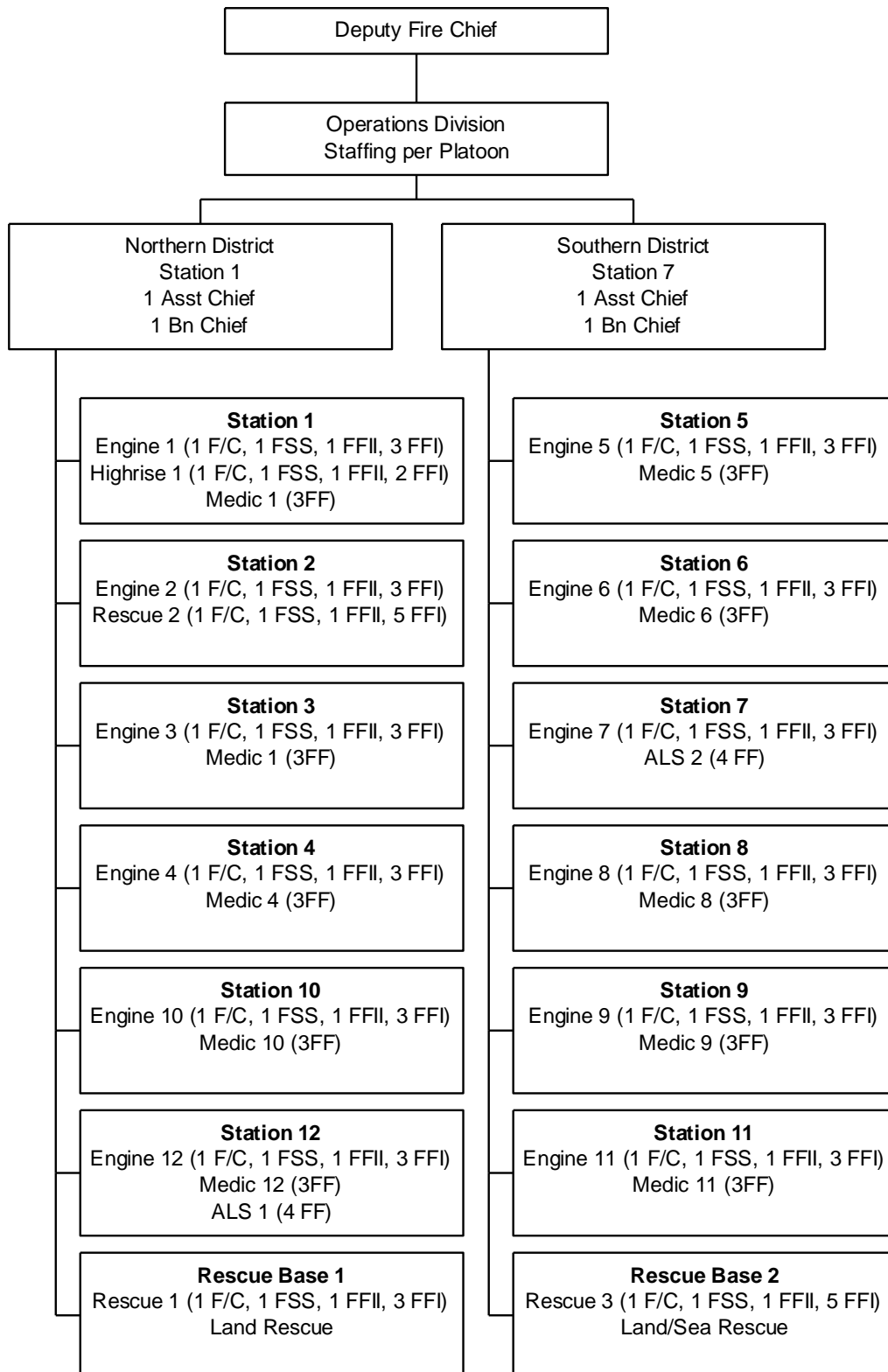
Communications Center Organizational Chart (per shift)



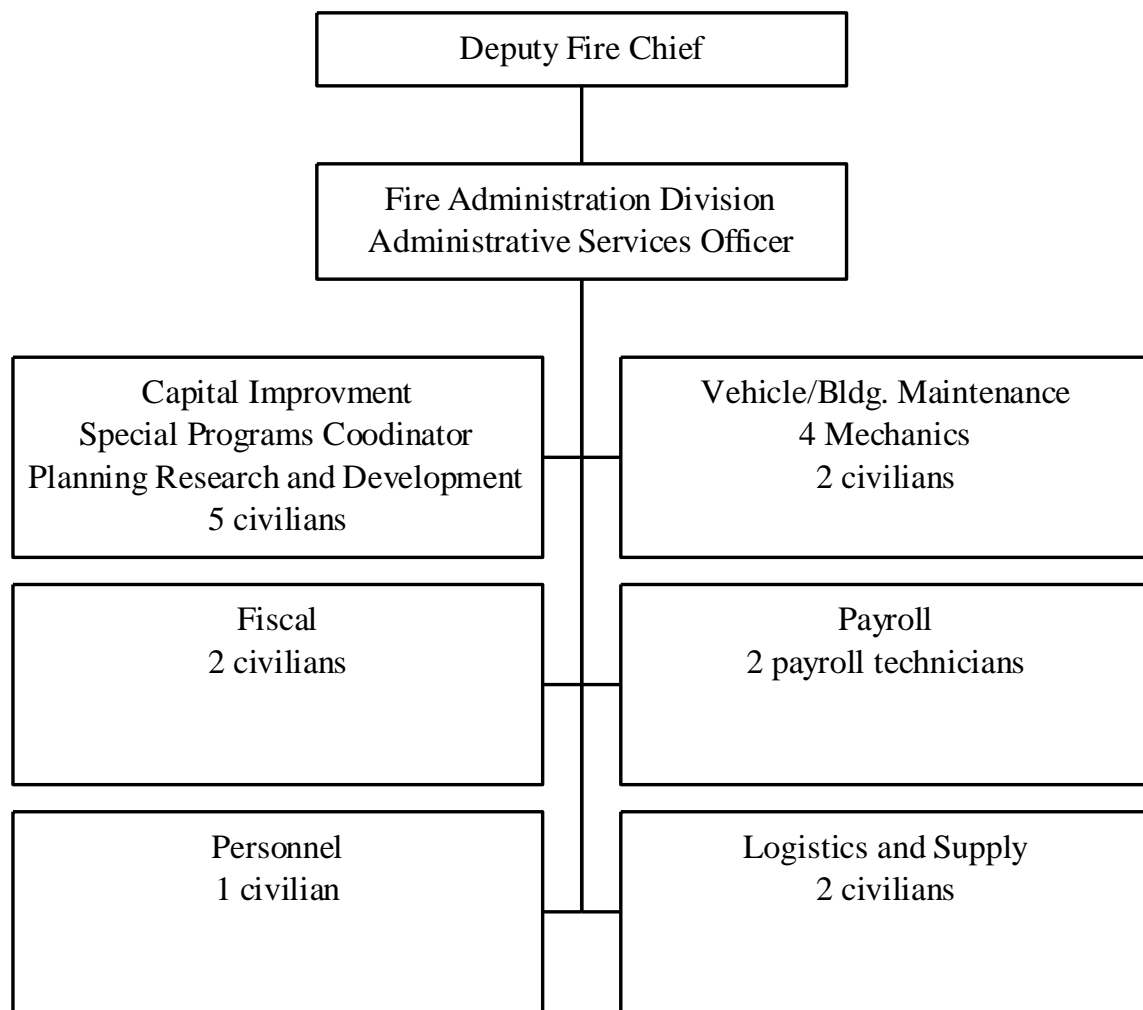
Training Organizational Chart



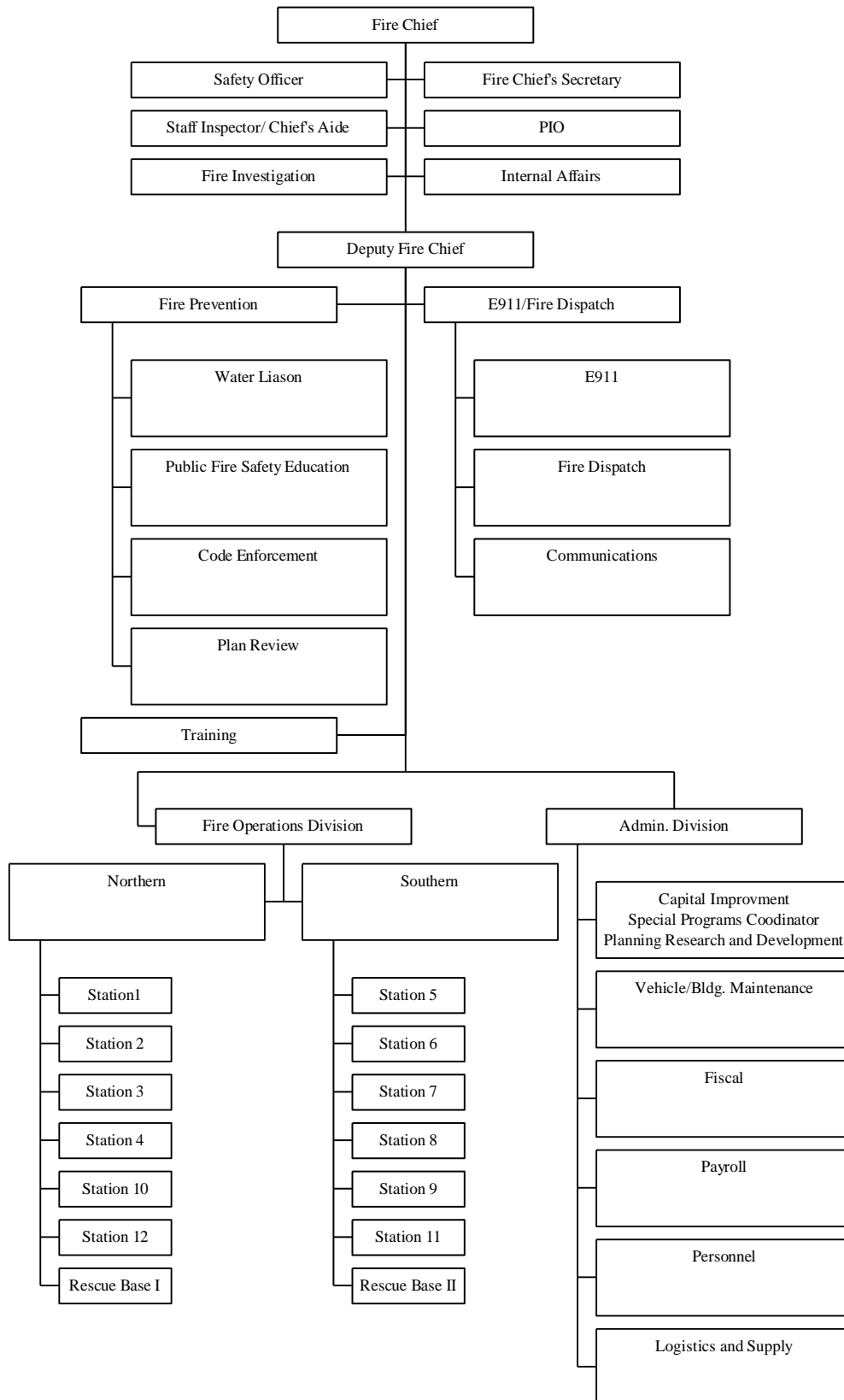
Fire Operations Division Organizational Chart (per shift)



Fire Administration Organizational Chart



Overall Fire Department Breakdown Organizational Chart



GUAM FIRE DEPARTMENT

ORGANIZATION	
Chapter:	III Fire Department Organization
Subject:	Organizational Structure
Code:	1-III-2
Revised:	Draft

2.01 PURPOSE

- A. To provide members with a description and understanding of Guam Fire Department's formal organizational structure.
- B. To provide members with an understanding of the various relationships and functions of the Fire Department's subdivisions.

2.02 POLICY

- A. The Operations Manual shall contain a description of the formal organization of the Fire Department.
- B. Fire Department members shall be aware of the department's formal organizational structure and chain of command.

2.03 FIRE DEPARTMENT

- A. The administrative head of the Fire Department is the Fire Chief and falls under the direct supervision of the Governor of Guam. This individual is responsible for the overall protection of life and property as pertaining to the Fire Department through:
 - 1. Prevention, Control, Suppression and extinguishment of Fires, Explosions, and Hazardous Material Incidents.
 - 2. Pre-fire planning
 - 3. Fire Prevention, Fire Safety Education and Training Programs
 - 4. Civil preparedness planning.
 - 5. Sea/Land Search and Rescue Programs
 - 6. Hazardous Material Response Programs
 - 7. Mutual Assistance Programs coordinated with other Fire and E.M.S. Service-related agencies within the Island of Guam
 - 8. Emergency 911 Telephone Communication Systems Programs (PL-23-77) for rapid and direct access to law enforcement, fire medical, rescue, hazardous substance, and other emergency services.
 - 9. Miscellaneous public service.
 - 10. Fire Code Enforcement
 - 11. Vehicle/Apparatus maintenance and Repair Programs
 - 12. Administrative Services and Logistical Support Programs
 - 13. Proper administration and expenditure of funds
- B. The Fire Department is divided into two (2) divisions:
 - 1. Fire Administration
 - 2. Fire Operations

2.04 FIRE CHIEF'S OFFICE

This office is comprised of the following units under the direct supervision of the Fire Chief:

A. Public Information Officer

1. This person is responsible for:

- a. Maintaining contact with the news media
- b. Preparing news releases and publicity items
- c. Arranging press conferences and ceremonies for promotions, graduations, and special events
- d. Administering and conducting campaigns to promote harmonious community relations
- e. Maintaining liaison with various civic organizations and business associations
- f. Fielding questions about the Department from members of the news media, government officials and the general public either by personal interviews or through correspondences
- g. Maintaining an updated resource file on all publicity programs generated by this office
- h. Staging special events for the public and arranging tours, speeches and receptions
- i. Developing goals and objectives for the unit
- j. Reviewing and up-dating unit procedures regularly
- k. Planning unit programs to meet the goals of the department
- l. Preparing and submitting reports in accordance with department orders and procedures.

B. Internal Affairs Officer

This person is responsible for:

- a. Keeping thoroughly aware of all departmental procedures, goals and objectives
- b. Preparing and submitting reports concerning all investigations to the Chief, daily
- c. Preparing unit budget programs annually
- d. Conducting internal investigations on department personnel and recommending appropriate disciplinary action.

C. Safety Officer

This person is responsible for:

- a. Inspecting the Guam Fire Department facilities.
- b. Reporting, verbally and in writing, findings regarding all unsafe or unhealthy working conditions and initiating corrective actions
- c. Preparing the department's official safety guidelines based on requirements and criteria established by O.H.S.H.A. and other professional resources such as the National Fire Protection Association and the International Fire Service Training Association, for dissemination to the Fire Chief and all Division Chiefs
- d. Issuing citations to members found in violation of O.S.H.A. criteria and established departmental policies and procedures.
- e. Overall safety of members at major incidents.

D. Chief's Aide/ Staff Inspector

This person is responsible for:

- a. Providing aide to the Fire Chief relative to the administrative and operational functions of the Fire Department
- b. Ensuring personnel adherence to all directives issued by the Fire Chief and Deputy Fire Chief
- c. Disseminating information and instructions to be carried out by Division heads
- d. Arranging appointments and activities for the Fire Chief and the Deputy Fire Chief
- e. Coordinating various civic and community relations programs
- f. Preparing correspondences and assisting in resolving problems by providing recommendations for corrective action
- g. Assisting in preparing for special events and, preparing recommendations for changes in the standing General Order.
- h. Performing regular inspections relative to the proper use of materials and resources and adherence to departmental standard operating procedures

E. Deputy Fire Chief

1. The Deputy Fire Chief is responsible and accountable to the Fire Chief for:
 - a. The effective administration and operation of the line functions within the department.
 - b. Making recommendations to the Fire Chief on technical and administrative matters
 - c. Assisting in formulating departmental policies, procedures, and annual budget.
 - d. Representing the Fire Chief at conferences, speaking engagements, and legislative hearings
 - e. Establishing a line and administrative inspection system and initiating corrective action
 - f. Establishing procedures designed to achieve the department's goals and objectives and coordinating integrated training programs for line operations.
 - g. The duties and responsibilities of Fire Marshall.

2.05 DEPUTY FIRE CHIEF

The following sections are under direct supervision of the Deputy Fire Chief

1. Water Liaison - This person is responsible for:
 - a. Working closely with Guam Waterworks Authority of Guam in determining the number of Fire Hydrants needed, their locations, and required water flow to facilitate fire protection services in the community.
 - b. Supervising the department's work in inspecting and testing of public and private hydrants.
 - c. Verifying the completion of maintenance work on auxiliary and other water supply facilities which may affect the department
 - d. Preparing contingency plans for water supplies at fire sites

- e. Keeping the officer-in-charge at major fires informed of water problems.
 - f. Assisting in maintaining or achieving adequate water flow and pressure throughout the operations
 - g. Conducting training with the chief officers and other members of the department on water supply matters.
 - h. Preparing contingency plans for fire protection services should the water supply fail.
2. Fire Prevention - This unit is responsible for:
- a. Investigation/Complaints
This program is in responsible for:
 - (a) Investigating all fires and other fire/hazardous incident reports referred by the engine companies, investigative agencies and the public.
 - (b) Processing of all complaints relative to fire and life safety requirements
 - (c) Reviewing investigative policies and: laws affecting fire investigation practices and procedures
 - (d) Recommending improvements via policy changes or via legislation,
 - (e) Coordinating with other enforcement agencies on fire-related cases.
 - b. Public Fire Safety Education
This program is responsible for:
 - (a) Developing and implementing Fire Prevention and Fire Safety Programs
 - (b) Administration of Safety Awareness Programs for the general public
 - (c) Providing technical advice and assistance to industrial institutions, residents, and business establishments on Fire Safety Regulations and Requirements.
 - (d) Communicating and establishing a working rapport with other agencies and village officials on fire safety issues.
 - c. Code Enforcement
This program is responsible for:
 - (a) Enforcement of the Fire Code.
 - (b) Review and clearance of applications to operate or handle hazardous materials
 - (c) Review of building plans to assure compliance with fire and life safety requirements
 - (d) Physical testing of all fire alarms, sprinkler systems, fire flows and other life safety alarm systems
 - (e) Providing of technical consultation to government agencies.
 - (f) Inspection of all types of occupancies, public, residential, commercial, and industrial.
 - d. Plan Review
This program is responsible for:

- (a) Reviewing and approving building plans and specification for all buildings to ensure conformance to the Fire Protection Regulations and Requirements
- (b) Inspecting and approving Fire Department required permits.
- (c) Coordinating efforts with Government of Guam Building Officials and professional engineers to facilitate public adherence to Fire Protection, and Life Safety Requirements.
- (d) Providing consultation services to the general public.

e. Training

This unit is responsible for:

- (a) Preparing a yearly training program
- (b) Scheduling and conducting training evolutions
- (c) Scheduling basic, refresher and specialized training
- (d) Determining and Coordinating employee training requirements
- (e) Developing improved methods of instruction
- (f) Maintaining qualified Instructor level Fire Service Training
- (g) Assessing Employee training needs through surveys, questionnaires and other means
- (h) Identifying training opportunities administered by other Training Academies or learning institutions
- (i) Monitoring present technical training and managerial functions to determine if current training practice is relevant for present economical conditions
- (j) Maintaining accurate training records for training participants
- (k) Preparing monthly progress reports of courses instructed.
- (l) Assist in the preparation of the unit's annual budget
- (m) Developing a comprehensive training program for all Volunteer Firefighters engaged in obtaining "On-Hands" experience in the field of Firefighting, Emergency Medical Services, and other related activities of the department.
- (n) Identifying other advance and/or special training courses applicable for all members.
- (o) Establishing a Fire Management Course for all uniform personnel performing administrative functions relative in effectively administering Fire Management activities.
- (p) Establishing and administering a comprehensive Fire Training curriculum course for the department's Training Academy for newly hire recruits.
- (q) Coordinating, reviewing, and routing of all applications for any off-island training.

2.06 FIRE ADMINISTRATION DIVISION

- A. This Division is responsible for the programs supporting the various administrative operations within the department.
- B. The Fire Administration Division shall be commanded by the Administrative Services Officer and will consist of such personnel as may be authorized.
- C. The Administrative Services Officer shall be under the direct supervision of the Deputy Fire Chief.
- D. The Division's support functions comprise of service-related activities such as:

- 1. Fiscal

This Program is responsible for:

- a. All Fiscal related activities within the Guam Fire Department.
- b. Preparing the department's annual budget
- c. Monitoring and reviewing all financial requests (expenditures & encumbrances) to be charged against each section.
- d. Processing all request for direct payments, reconciling department's financial records with the Department of Administration
- e. Preparing expenditure reports on various accounting activities, such as Fuel (Gas & Oil), Water and Power Consumption.
- f. Preparing all documents for Certification of Funds
- g. Establishing a monitoring system to ensure that appropriated funds are expended in accordance with legislative intent.

- 2. Personnel

This Program is responsible for:

- a. The oversight of all activities involving personnel related matters.
- b. Maintaining accurate and complete personnel records.
- c. Providing department officials with information needed to facilitate the proper utilization and development of its staffing resources.
- d. Initiating action on department requests for personnel recruitment, transfers, terminations, promotions and retirement.
- e. Preparing personnel action statements and up-dating the department's staffing pattern to reflect changes as they occur.
- f. Notifying supervisors of subordinates performance evaluations, which are due.
- g. Ensuring that employee's Fringe Benefits and Increments are processed timely and accurately.
- h. Preparing monthly "Staffing Distribution Report" reflecting each section to determine shortages in their areas of operation.

- 3. Payroll

This program is responsible for:

- a. Reviewing all full-time employee (fte) time sheets submitted for compensation.
- b. Performing post-audit on all personnel time sheets, leave forms, hazardous payment forms, incentive pay, and other payments.
- c. Ensuring that time accurate charges are posted into Department of Administration's official time sheet and entries made in the computers to coincide with this information.
- d. Coordinating all payroll matters with the Department of Administration, Payroll Division

- e. Making necessary adjustments on the official time sheet.
 - f. Preparing payroll "back-in" and advance payment requests.
 - g. Preparing "Requests for Advance Payment" against all Annual Leave request for off-island
 - h. Distributing all departmental payroll checks, clothing allowance checks, retroactive checks, incremental checks and other checks associated to the compensation of fire personnel.
 - i. Coordinating, and distribution of information with the department's Personnel Officer relative to the employees' employment status.
 - j. Monitoring computer-generated information on payroll matters, such as the labor cost distribution, payroll checks register, deduction register and other pertinent information relative to payroll matters.
 - k. Maintaining complete payroll records of all transactions involving compensation.
4. Supply/Logistics
- This program is responsible for:
- a. Overseeing the supply and procurement activities of the department.
 - b. Ensuring that all procurement practices are within the guidelines set forth by law.
 - c. Processing requisitions to procure supplies, materials and equipment.
 - d. Arranging with the source provider to deliver procured items directly to the headquarters or to the fire stations
 - e. Processing and delivering station supplies as requested
 - f. Inputting all requests for stock issues through General Services Agency
 - g. Preparing available space for the immediate storage of items purchased by the department for future distribution
 - h. Inventory of all supplies and equipment purchased
 - i. Obtaining price quotations from local and off-island vendors
 - j. Coordinating negotiations with vendors and providing this information to the General Services Agency
 - k. Maintaining accurate records of all procurement transactions
 - l. Establishing and monitoring all "Open Accounts" (credit line) with vendors
 - m. Preparing service and other contracts/lease agreements, as appropriate.
5. Federal & Capital Improvement Programs/Planning and Research
- This program is responsible for:
- a. Conducting surveys for statistical analysis
 - b. Preparing reports containing data regarding arson activities, house fires, wild land fires, etc.
 - c. Assisting the department in identifying problem areas relative to fire-related activities and establishing program priorities aimed at alleviating them
 - d. Researching and applying for federal funding assistance
 - e. Assist in the preparation of the department's annual report that informs the Governor of the department's annual accomplishments, expenditure trends, and current and projected activity levels.

- f. Formulating project applications for federal funds to support projects aimed at enhancing the department's effectiveness in specific program areas.
 - g. Preparing grant applications for submission to the proper Grantor Agency
 - h. Facilitating the establishment of a work request or an account with the Department of Administration, Accounting Division
 - i. Maintaining proper administrative and fiscal records of the Federal Grants Program.
 - j. Monitoring project activities and expenditures to ensure that they are in compliance with grant conditions/restrictions, and submitting proper progress and claims reports as required.
6. Records
- This program is responsible for:
- a. Implementing the Government of Guam's Records Management Act
 - b. Establishing procedures to facilitate, maintenance, retention, preservation and the disposition of all station journals and reports.
7. Vehicle/Building Maintenance
- The Vehicle Maintenance Unit is responsible for:
- a. Operating efficiency of apparatus
 - b. Briefing personnel on operational guidelines for new vehicles and equipment.
 - c. Maintaining all fire apparatus and other equipment in a state of readiness at all times
 - d. Maintaining adequate stock levels of auto spare parts
 - e. Maintaining updates on the latest techniques in testing, maintenance and repair
 - f. Scheduling of preventive maintenance for the department's fleet.
 - g. Keeping the Deputy Fire Chief informed of the status of all vehicles.
 - h. Efficiency of the Maintenance Unit.
8. The Building Maintenance Unit responsible for:
- a. Maintenance of all buildings and appliances.
 - b. Efficiency of the Building Maintenance Unit.

2.07 FIRE OPERATIONS DIVISION

- A. Four (4) Assistant Chiefs oversee this Division; each is charged with one (1) district per platoon.
- B. The Division Chiefs are under the direct supervision of the Deputy Fire Chief.
- C. The Division Chiefs are responsible for:
 - 1. Preparing the Division's Annual Budget
 - 2. Planning the goals and objectives of the Division
 - 3. Reviewing all commands and section functions to assure compliance with departmental orders and directives
 - 4. Developing programs and plans to facilitate the achievement of division goals and objectives
 - 5. Developing and implementing training programs to improve personnel capabilities

6. Continuous review of existing policies and procedures and recommendations for changes.
7. Serving as liaisons between the Emergency Medical Services Commission, the hospitals and other agencies involved with Guam's health care delivery system
8. Coordinating basic and advanced rescue training programs.
9. Developing and maintaining an efficient reporting system to facilitate the evaluation of operations, personnel and programs.
10. Upkeep of all department communications equipment
11. Management of information that provides technical assistance to the department in collecting, processing and storage of statistical data on fiscal management, equipment, fire/arson/crime related alarms.
12. Developing and maintaining dispatch policy and response requirements.
13. Coordinating all public events requiring the participation of units assigned within their district.
14. Fire Suppression Operations
This unit is responsible for:
 - a. Suppression and extinguishments of fires that occur within the island of Guam
 - b. Conducting fire safety inspections at private dwellings and other buildings within their area of jurisdiction
 - c. Preparing residential, commercial, and industrial pre-fire plans
 - d. Participating in training evolutions and sessions.
 - e. Keeping abreast of the latest developments with regards to Fire Prevention, firefighting and rescue techniques
 - f. Monitoring water flow and water supply levels within the vicinity, to ensure that water pressure is sufficient to meet required demands.
 - g. Conduct fire safety drills with all occupancies.
15. Emergency Medical Services (ambulance)
This unit is responsible for:
 - a. Providing emergency medical services within the Island of Guam
 - b. Safe transport of the sick and injured
 - c. Proper documentation and filing of all related emergency calls
16. Search and Rescue Operations
This unit is responsible for extricating of person(s) from adverse conditions within the Island of Guam and it's surrounding waters.
17. Emergency 911/ Fire Dispatch
 - a. The 911 unit is responsible for:
 - (1) Receiving notification of emergencies
 - (2) Providing rapid and direct access to law enforcement, fire, medical, rescue and other emergency services.
 - (3) Receiving, prioritizing, and dispatching emergency medical, rescue, and public safety personnel
 - (4) Maintaining logs of calls received
 - (5) Inputting on computer all information received relative to calls
 - (6) Participating in Tele-communicator Emergency Medical Dispatch training for certification as regulated by the Emergency Medical Services Commission.

- (7) Interviewing and giving pre-arrival instructions to the public.
- b. The Fire Dispatch unit is responsible for:
 - (1) Receiving calls from the 911 section for fire, ambulance, rescue and other emergency assistance provided by the department
 - (2) Alerting and dispatching the proper number and types of service units (engine companies, medics, rescue, etc.), equipment and personnel needed.
 - (3) Providing responding units and personnel of additional information or directions when en route to an incident
 - (4) Coordinating the activities of units engaged in emergency incidents
 - (5) Receiving from the scene of an incident, progress reports or requests for additional assistance
 - (6) Maintaining geo-file index of all streets, intersections, house numbers, fire hydrant location and other guides to facilitate the rapid and accurate dispatching of emergency units
 - (7) Providing non-emergency communications for coordinating department units and personnel

GUAM FIRE DEPARTMENT

ORGANIZATION	
Chapter:	III Fire Department Organization
Subject:	Position Descriptions
Code:	1-III-3
Revised:	Draft

3.01 PURPOSE

- A. To list and define the duties and responsibilities of the various functional positions within the Guam Fire Department.
- B. To provide a description of the relationship each position has to the chain of command.

3.02 POLICY

- A. A list of all uniform Fire Department positions and their duties and responsibilities shall be contained within the Operations Manual.
- B. The functional relationship of the various positions within the Fire Department shall be verbally illustrated within said list.

3.03 FIRE CHIEF

- A. The Fire Chief is directly responsible to the Governor of Guam. The Fire Chief directly supervises those in command of the fire department divisions: (Administration and Fire Operations).
- B. The Fire Chief shall be the Chief Administrative Officer of the Fire Department. He shall have direct control, management and direction of all member of the Fire Department, to include Fire suppression, Emergency Medical Services, fire prevention, public services, building inspections, fire investigations, and public education.
- C. He shall have control, management, and direction over all members of the Department in the lawful exercise of his functions with exclusive power to assign any member to any detail, district or unit of the Department or to detail any of them to such public services or positions as he may direct. He is hereby authorized to suspend temporarily or discharge any member of the Department for unlawful or unbecoming conduct.
- D. The Fire Chief is responsible for overall administration of the Fire Department support activities, including the department's personnel, training, staffing, maintenance, fiscal and supply sections.
- E. The Fire Chief is responsible to issue corrective orders when encountering buildings, premises, vehicle, storage facility, or outdoor area in violation of the Uniform Fire Code.
- F. The Fire Chief shall ensure that all records and documents of all business transactions are properly kept and are accurate.
- G. The Fire Chief shall ensure the protection of lives and property of citizens due to fire, panic and related incidents.
- H. In his absence direct a lower ranking Chief Officer to be the Acting Fire Chief.

- I. The Fire Chief may designate an on-duty Captain to be an Acting Chief Officer.
- J. The Fire Chief is responsible for ensuring that all uniform members of the department are properly equipped with Personal Protective Equipment, uniforms, and accessories.
- K. The Fire Chief shall cause to be created a systematic manual of operations, rules and regulations, and procedures for the uniform application of operations, policies and laws, He shall further cause this manual to be reviewed annually for the purpose of revision, modifications, and updating. Such manual of operations shall be compiled as an adjunct to the Department of Administration Personnel Rules and Regulations.
- L. The Fire Chief shall report to the Governor of Guam any member of the department who by reason of age, disease, accident or other in competency cannot or does not fully or properly perform the duties required of members of the department.
- M. The Fire Chief shall prepare and submit to the Governor and the Legislature of Guam and annual report for the department's activities and budget.

3.04 DEPUTY FIRE CHIEF

- A. The Deputy Fire Chief shall be subordinate to the Fire Chief and shall be delegated by the Chief to exercise the power of his/her office in his/her absence or inability to act, and shall be on duty at Fire Department Headquarters unless called elsewhere by department business.
- B. The Deputy Chief shall plan and administer the operations and activities of the department, inclusive of fire suppression, prevention, rescue, and emergency medical services.
- C. The Deputy Chief shall perform administrative functions including budget development, review and control of policy, personnel management, and other related matter.
- D. The Deputy Chief shall determine when repairs and supplies are necessary, and shall submit a report to the Fire Chief.
- E. The Deputy Chief shall hold the officers under his command responsible in the discharge of their duties, and any neglect in carrying out and enforcing every order and rule governing the officers and members of the Department. When he/she learns of any violation of dereliction of duty, he/she shall report the same to the Fire Chief.
- F. The Deputy Chief shall be responsible for all department property in his charge, and shall see that it is in proper condition for immediate use at all time, The Deputy Chief shall make a complete and careful inspection of every station under his command.
- G. The Deputy Chief shall carefully note the appearance of the members in the department, apparatus, equipment, and cleanliness of quarters, as well as repairs needed to department buildings and shall make a report to the Fire Chief.
- H. The Deputy Chief shall keep the Fire Chief informed of all the pertinent activities and information for the efficient operations of the Fire Department.
- I. The Deputy Chief shall perform other duties as the Fire Chief may direct.
- J. The Deputy Chief shall direct investigations of all fires to determine cause and to take appropriate action.

- K. The Deputy Chief shall promote good public relations with various agencies and organizations when dealing with fire related activities.
- L. The Deputy Chief shall independently and in conference with subordinates, plan methods and procedures to meet operations needs and service demands, as well as review records and reports to ascertain present conditions and to obtain information upon which to base departmental programs.
- M. The Deputy Chief shall review operating and performance records of division and sections chiefs to determine the efficiency and effectiveness of subordinates. He shall oversee the preparation of training programs for the firefighters and make periodic inspections to ensure the maintenance of high level of firefighting efficiency.

3.05 FIRE MARSHAL

- A. Shall be the Officer in charge of the Fire Prevention section, subordinate only to the Fire Chief, and the Deputy Fire Chief and shall require members assigned to the Fire Prevention section to perform such duties as he may direct.
- B. The Fire Marshal and members assigned to the Fire Prevention Section shall observe the Rules and Regulations of the Fire Department as it pertain to uniform regulations governing the rest of the members in the Department.
- C. It shall be the duty of the Fire Marshal to enforce all laws and other statutory provisions of the Island of Guam, covering the following:
 - 1. The prevention of fires.
 - 2. The maintenance of fire protection and the elimination of fire hazards on land, in including that under construction.
 - 3. The storage and use of explosives and flammables, toxic, corrosive and other hazardous gases, solids and liquid material.
 - 4. The maintenance and regulation of exits and fire escapes.
 - 5. The maintenance and regulation of exits and fire escapes.
 - 6. The means and adequacy of exits in cases of fire from factories, schools, hotels, lodging houses, hospitals, churches, halls, theatres, amphi-theatres, and all other places in which numbers of persons work, live, congregate, from time to time, for any purpose.
- D. He/she shall cause to be investigated the cause, origin and circumstances of every fire occurring in Guam by which property has been destroyed or damaged and, so far as possible, shall determine whether such fire was the result of carelessness or design.
- E. He/she shall keep in the Fire Prevention Section a record of all alarms and fires including statistics as the extent of such alarms and fire and the damage caused.
- F. He/she shall cause other fire prevention measures such as Fire Prevention Week, Service Club talks on Fire Prevention. Fire Drill and programs at all public and private schools. He shall also maintain periodic night inspections of business, which operate in the evening hours as deemed necessary to enforce all laws pertaining to places of public assemblage.
- G. He/she shall compile and keep an accurate record of all activities of various departmental subdivisions and submit said records to the Fire Chief for the fiscal and annual report.
- H. He/she shall prepare and submit an annual budget for the Fire Prevention section to the Fire Chief.

- I. He/she may assign an officer of the Fire Prevention section as Deputy Fire Marshall; and such inspector of staff officer assigned shall perform duties and responsibilities as set forth by the Fire Marshall.
- J. He/she shall perform such other duties as the Fire Chief may direct.

3.06 DISTRICT COMMANDER (ASST/CHIEF OR BN/CHIEF)

- A. District Commander shall be the officer in charge of a district subordinate to the Deputy Fire Chief, and shall require members assigned to his district to perform such duties as he may direct.
- B. He/she shall be at his respective station when assigned to duty, except when Department business requires his/her presence elsewhere and shall not leave the boundaries of his/her assigned area of jurisdiction unless required to do so in the performance of his/her duties.
- C. The District Commander shall attend all major fires and alarms occurring within his/her district on his tour of duty and such when summoned to by a superior officer, and shall take command of such alarm until relieve.
- D. He/she shall inform the Deputy Fire Chief of all pertinent activities and information for the efficient operation of the Fire Department.
- E. He/she shall immediately inform the Fire Chief via channels, if he is not present of any extraordinary happenings in which accidents, death or other unusual matters occur.
- F. He/she shall ensure that all major fires are completely extinguished as to eliminate the possibility of rekindling and causing further damage to life or property.
- G. He/she shall hold Captains under his command responsible in the discharge of their duties, and for the condition of their companies in and out of quarters, and for any neglect in caring out and enforcing every order and rule governing the officers and members of the Department. Should he learn of violations or derelictions, he shall immediately report them to his/her superior officer.
- H. He/she shall be responsible for all department property in his/her charge and shall see that it is in proper condition for immediate use at all times. He/she shall make a complete and careful inspection of every company under his/her command once a month.
- I. He shall determine when supplies and repairs are necessary and shall submit a report to his superior officer.
- J. He/she shall supervise the application of policy, rules and regulations, practices, and procedures of the department, and shall be responsible for the morale, efficiency and distribution of personnel within their command.
- K. He/she shall review all pre-fire plan reports of companies assigned to his/her respective district and ensure that all pertinent information is obtained.
- L. He/she shall witness drills and training activities to ensure that all safety practices are being followed and that the activity is in accordance with established standard and practices.
- M. He/she shall cause all the hydrants in his/her district to be inspected annually for serviceability.
- N. He/she may designate members to act as Company Commanders in the absence of the regular Company Commanders of such companies.
- O. He/she may temporarily relieve members in his/her district for conduct unbecoming and shall forward the said charges to the Fire Chief via channels.

- P. He/she shall be responsible for the performance evaluation ratings of the members under his/her command. He shall evaluate such members objectively, fairly, and with due considerations for the improvement of the member's performance.
- Q. He/she shall maintain such records and reports as required for the efficient operation of his command.
- R. He/she shall be responsible for maintaining knowledge and skill required for this position as stated in NFPA 1021 "Fire Officer Professional Qualifications and NFPA 1041 "Fire Service Instructor Qualifications".
- S. He/she shall perform other duties as directed by his/her superior officer.

3.07 FIRE CAPTAIN (OPERATIONS DIVISION)

- A. The Fire Captain is subordinate to the District Commander.
- B. The Captain shall, under the direction of the District Commander, have command and control of his company when on duty, and shall make all reports to and through his/her District Commander.
- C. He/she shall respond with his/her assigned company to alarms and responsible for scene size-up and direction of operation and personnel.
- D. He/she is responsible for assisting Fire Investigator in determining fire cause, point of origin and influence of fire spread in a structure .
- E. He/she is responsible for completion and submission of alarm reports for his/her company.
- F. He/she is responsible for planning fire prevention activities for his/her company and ensuring that they are complied with.
- G. He/she is responsible for issuing burning permits to the public and explaining burning procedures.
- H. He/she is responsible for training personnel from the private sector in methods of basic fire suppression, prevention, and first aid.
- I. He/she shall report all accidents, collision, etc. resulting in loss of life, injury to persons, damage to property or other extraordinary or unusual occurrences of any nature in performance of Fire Department operations.
- J. He/she shall preserve order and discipline in and about quarters and at fires, and shall report any breach of conduct to the contrary.
- K. He/she shall not permit his shift to go off duty until properly relieved and shall notify the District Commander of members not reporting for duty.
- L. He/she shall ensure that the members under his/her command are properly equipped, dressed and are in compliance with department rules and regulations as well as other governing laws.
- M. He/she shall conduct morning meetings upon assumption of duty to apprise the members under his command of activities, alarms, communications, and other pertinent matters concerning the department and personnel.
- N. He/she shall ensure that no illegal or prohibited activity occurs at his/her assigned station.
- O. He/she shall have control of company quarters, and be responsible for order and cleanliness.
- P. He/she shall ensure that the beds are properly dressed upon assumption of duty and are not used until 1800 hrs unless it is necessary because of illness.

- Q. He/she while working at fires, report any building or structure left in a dangerous condition and report such condition to the District Commander.
- R. He/she is responsible for all equipment used at an alarm to be accounted and returned to its proper place.
- S. He/she shall be responsible for immediately notifying the District Commander in instances of violence inflicted by or to members of the company, and subsequently making a written report of what occurred and names of witnesses.
- T. He/she is responsible in protection of public property assigned to his/her command from abuse and misuse.
- U. He/she shall not place an apparatus out of service or leave quarters for purposes other than authorized activities, without first obtaining permission from the District Commander. The Alarm Office shall be notified when any apparatus is placed out of service.
- V. He/She is responsible to document and make an entry in the station journal of any work done to the station, equipment, or apparatus.
- W. He/She shall be responsible for inspecting an apparatus when returned to quarters after having been repaired and ensuring that it is ready for duty.
- X. He/she shall confer with the Company Commander of the opposite shift in regards to activities, alarms and other matters concerning personnel.
- Y. He/she shall be responsible for conducting performance evaluations for members under his/her command in a timely manner.
- Z. He/she shall discipline members of his command for violations of the rules and regulations set forth by the Fire Department, Department of Administration and other governing laws and regulations.
- AA. He/she is responsible for training members under his/her command and complying with the scheduled training evolution policy.
- BB. He/she may temporarily relieve members in his/her command for conduct unbecoming and shall forward the said charges to the Fire Chief via channels.
- CC. He/she shall be responsible for maintaining knowledge and skill required for this position as stated in NFPA 1021 "Fire Officer Professional Qualifications" and NFPA 1041 "Fire Service Instructor Qualifications".
- DD. He/she shall perform other duties as a directed by a superior officer.

3.08 FIRE CAPTAIN (PREVENTION)

- A. The Fire Captain shall enforce all standards in protection of life, health, and property as it pertains to the Uniform Fire code and the laws of Guam.
- B. He/she shall carry out orders and directives of the Fire Marshall.
- C. He/she shall document records as prescribed by the Fire Marshall.
- D. He/she shall conform to Fire Prevention policy set forth by the Fire Chief.
- E. He/she shall subordinate to the Deputy Fire Chief.
- F. He/she shall perform other duties as directed by the Deputy Fire Chief.

3.09 FIRE SERVICE SPECIALIST

- A. The Fire Service Specialist is subordinate to the Fire Captain.

- B. He/she will serve as the acting Company Commander in the absence of the regular Company Commander, and will follow all rules and regulations set forth by the department.
- C. He/she is responsible for being the driver/operator of the apparatus and shall ensure the care and management of such apparatus.
- D. He/she shall follow all guidelines in operation of the emergency apparatus set forth by the Department of Transportation and local and federal laws
- E. He/she shall be responsible for getting his company to the scene of the alarm and for proper placement of the apparatus at the scene.
- F. He/she shall respond with assigned company to operate fire pumps, aerial ladder, auxiliary equipment, and conduct fire ground operations.
- G. He/she shall respond to alarms to conduct search and rescue and emergency medical services operations if necessary.
- H. He/she shall remain with the apparatus at scenes, unless it is necessary for him to assist with lines, ladder, etc. and then under orders from a superior officer.
- I. He/she shall conduct daily inspection of the apparatus to ensure that it is ready for service and all equipment is accounted.
- J. He/she shall make minor repairs to the apparatus if necessary.
- K. He/she shall assist the Company Commander in general training and instruction of company personnel in the development of driving and pumping skills.
- L. He/she shall actively participate in drills and simulations developed to enhance fire suppression, rescue, EMT, and prevention skills.
- M. He/she shall conduct fire prevention inspections and pre-fire planning with his assigned company.
- N. He/she shall inform the Company Commander whenever the apparatus or equipment needs repair.
- O. He/she shall inform the Company Commander of any accidents to the apparatus or unusual occurrences of any kind while he is in charge.
- P. He/she shall direct relief operators as to his duties relative to the engine and afford him all information and instruction possible from time to time
- Q. He/she shall brief the incoming operator what has occurred during his/her shift that pertains to the care and operation of the apparatus.
- R. He/she shall be responsible for maintaining knowledge and skill relevant to this position as stated in NFPA 1002 "Fire Department Vehicle/Driver Qualifications".
- S. He/she shall perform other duties as instructed by his/her superior officer.

3.10 FIREFIGHTER I AND II

- A. The Firefighter I & II shall be subordinate to the Company Commander.
- B. The Firefighter I & II shall respond with his/her assigned company to emergency and non-emergency alarms while on duty.
- C. The Firefighter shall respond to alarms to conduct fire ground operations, search and rescue operations as well as emergency medical services if necessary.
- D. The Firefighter shall participate in drill and training developed to enhance fire suppression, search and rescue, EMT, and fire prevention skills.
- E. The Firefighter shall perform general maintenance of the apparatus, equipment, and station.

- F. The Firefighter shall be responsible for maintaining knowledge and skills required for this position as stated in NFPA 1001 "Firefighting Professional Qualifications".
- G. The Firefighter if qualified may serve as and acting Driver/Operator if approved by the District Commander.
- H. He/she shall perform other duties as instructed by his/her superior officer.

3.11 FIRE FIGHTER/DISPATCHER

- A. Firefighter/Dispatchers are directly responsible to the Officer in Charge of the Communications Division.
- B. The Firefighter/ Dispatchers shall follow guidelines established in the Operations Manual relating to the proper operation of the Fire Alarm Office and its equipment.
- C. The Firefighter/Dispatcher shall at all times stay abreast of all fire alarm operational procedures and changes therein.
- D. The Firefighter/Dispatcher shall maintain the neat appearance of the Fire Alarm Office and shall see that visitors to the Alarm Office are treated courteously.
- E. The Fire Alarm Office Firefighter/Dispatcher shall perform other duties in addition to those prescribed herein which may be established.

3.12 FIRE RECRUIT

- A. The Fire Recruit shall attend and successfully complete the Fire Academy as a requirement to be certified as a Firefighter I
- B. Recruits are required to attend an approved the approved college and satisfactorily earn the minimum number of college credits hours necessary for graduating from the Fire Academy.
- C. Upon successfully completing the Fire Academy the Firefighter Recruit shall be automatically converted to the position of Firefighter I.

GUAM FIRE DEPARTMENT

ORGANIZATION	
Chapter:	III - Fire Department Organization
Subject:	Department Mission Statement, Goals and Objectives
Code:	1-III-4
Revised:	Draft

4.01 PURPOSE

- A. To promote efficient and effective Fire Department operations through realistic goals and objectives.
- B. To inform all Fire Department members of current departmental goals and objectives.
- C. To establish organizational direction and measurable accomplishment through well defined goals and objectives.

4.02 POLICY

- A. To annually review and establish goals and objectives for all subdivisions of the Guam Fire Department in accordance with the department's general organizational goals.
- B. To keep Fire Department members informed as to current goals and objectives of the Fire Department and its sub-units.
- C. To actively pursue, insofar as possible, the accomplishment of established objectives and the regulation of departmental goals.

4.03 RESPONSIBILITY

It is the responsibility of all Fire Department members to strive for and meet the established departmental goals and objectives.

4.04 MISSION STATEMENT

The primary mission of the Guam Fire Department is the overall prevention, rescue, suppression and extinguishment of fires and the protection of life and property connect therewith, and the administration of emergency care (ambulance) program for the Island of Guam. It provides a program of fire inspections, fire investigations and enforcement of fire safety education and training program, a search and rescue program, and a coordinated Emergency Medical Services (Ambulance) program.

4.05 GENERAL ORGANIZATIONAL GOALS

- A. To provide cost effective, high levels of service in the protection of life and property from fire, panic, and related hazards, and also provide highly skilled services in the fire prevention, building inspection, arson investigation, and educational programs.
- B. To work together with other departments to achieve proper design in planning of new developments so as to insure effective fire-related requirements that will provide reasonable protection against fire and panic.

4.06 ADMINISTRATION

A. Goals

1. Effectively manage departmental resources by establishing reasonable and effective policies and procedures to meet organizational goals.
2. Provide adequate staff and equipment to an alarm location with acceptable response times.
3. Provide public education in fire prevention, rescue, Emergency Medical Services and other department services.
4. Continue to evaluate the department's standards, policies, and procedures.
5. Provide a career ladder for members in the Department
6. Ensure a higher standard of conduct for members in the Fire Department

B. Objectives

1. To realign personnel and functions to ensure maximum utilization of resources.
2. To study stateside department relative to work schedule to determine a work schedule that will not require additional staffing to meet operational needs.
3. Relocate the Fire Department's Headquarters to a suitable and affordable location.
4. To formulate a committee comprising members of the Department to review and amend the Rules and Regulations and to establish the Guam Fire Department Operations Manual and institute the review and revision policy of said manual.
5. To submit a five (5) year capital improvement plan to the Governor of Guam and the Legislature and to seek funding to implement this plan.
6. To immediately implement the authorized and approved Fines Schedule for issued citations for violations of the Fire Code.
7. To work with the Dept. of Administration and Civil Service Commission in making permanent the positions of Firefighter II and Fire Service Specialist.
8. To upgrade and enhance the Guam Fire Department communication capability to ensure its interoperability and dependable seamless communications during emergencies.

4.06 FIRE SUPPRESSION AND RESCUE

A. Goals

1. Serve the public through public safety education, business inspections, and information referral.
2. Provide an effective and cost efficient firefighting force.

B. Objectives

1. Continue to evaluate ways to reduce response times.
2. To establish a training evolution policy to enhance and certify personnel in the performance of assigned duties.
3. To enter into a Municipal Leasing Program authorized by Public Law 26-35 to purchase new apparatus' emergency response vehicles, and personal protective equipment.
4. To adopt the National Fire Incident Report System (NFIRS) as a standard for reporting alarms and maintaining records for statistical purposes.
5. To train rescue personnel in all forms of rescue operations to include rescue diving, open trench rescue, confined space search and rescue, high angle rescue, heavy rescue, rapid water rescue. etc..

6. To establish a rotational policy for all members of the Fire Department to ensure that all members are cross trained and are familiarized with different stations and area jurisdictions.

4.07 TRAINING

A. Goals

1. To administer the departmental training program within the guidelines adopted by the Fire Chief.
2. To establish on-going training programs for the fire department.
3. To maintain training records of all employees on departmental computer system and to maintain a hard copy back-up record for each employee.
4. To provide a structured training program for the Guam Fire Department.

B. Objectives

1. To periodically evaluate training programs of this department to ensure they are current and relevant.
2. To evaluate basic skills level of personnel through company evolutions and to provide teaching opportunities for non-instructors.
3. To assist departmental personnel in their individual career development and professional certifications, keeping re-certifications current and up-to-date for all department personnel.
4. To provide, through the in-house training program, at least 10 hours of training per month for departmental personnel.

4.08 FIRE PREVENTION

A. Goals

1. To provide public education as it relates to fire safety and protection.
2. To provide inspections of all occupancies to maintain them in a condition meeting current codes and ordinances.
3. To improve the current level of fire protection related to control of hazardous occupancies, processes, and required fire protection systems.
4. To reduce the possibility for fire in all buildings in the community through fire prevention inspections.
5. To reduce the incident of arson and establish cause and origin of fire.
6. To ensure all construction projects meet fire/ safety standards.
7. To provide quality enforcement of the Fire Codes.

B. Objectives

1. To investigate any fires of suspicious origin or cause.
2. To schedule more Fire Prevention tours and demonstrations at schools and business to display Fire Department vehicles and equipment.
3. To be proactive in Fire Prevention by encouraging more home safety inspections and demonstrate the use of fire extinguishing devices.
4. To establish a working relationship with the community through the village mayor and other government officials.
5. To establish a testing and licensing procedure for fire protection designers and contractors.
6. To obtain “as built plans” of all structures to be used in pre-fire planning and emergency situations.
7. To transfer fire prevention records and data onto a searchable computer system.

4.09 BUILDING AND GROUNDS MAINTENANCE

A. Goals

To maintain department fire stations and equipment in a clean, safe, and respectable condition.

B. Objectives

To perform daily maintenance and repair of Department buildings as established in work schedule.

4.10 APPARATUS AND EQUIPMENT MAINTENANCE

A. Goals

1. To maintain the Guam Fire Department's assigned vehicles and apparatus at a safe, reliable, and operational level.

B. Objectives

1. To limit failure of motorized apparatus to less than one (1) percent of company runs.
2. To thoroughly service each engine and truck regularly as recommended by the manufacturer.
3. To service the department's light vehicles at least every 3,000 to 5,000 miles used.

GUAM FIRE DEPARTMENT

ORGANIZATION	
Chapter:	I - Manual of Operations
Subject:	Uniform and Grooming Standards
Code:	1-IV-1
Revised:	Draft

1.01 PURPOSE

To establish Standard Uniform regulations, all uniformed members

1.02 POLICY:

- A. It shall be the policy of the Guam Fire Department that all members maintain a high standard of uniform attire, grooming, and personal appearance.
- B. All uniform shift personnel shall have one complete set of Class A uniform available.
- C. All members shall conform, as a condition of employment, to good taste and discretion in selecting and wearing prescribed attire.
- D. All uniformed members shall wear the appropriate class of uniform while performing their assigned duties, except when specifically authorized by the Fire Chief.

1.03 RESPONSIBILITY

- A. Responsibility for conformance and compliance to proper dress and grooming standards rests with the employee and immediate supervisor.
- B. The Academy Staff shall apprise new uniformed personnel of the Uniform and Grooming Standards.

1.04 AUTHORIZED UNIFORMS AND SPECIFICATIONS

A. Formal Wear

- 1. Only for Chief Fire Officers (Assistant Chief, Deputy Fire Chief, and Fire).
 - a. Jacket/Coat: Black long sleeve with accessories.
 - b. Shirt: Light blue long sleeve shirt. Tailoring same as Class A.
 - c. Undershirt: Plain white crewneck tee shirt with no design or logo.
 - d. Trouser: Plain black long trouser. Tailoring same as Class A.
 - e. Belt: Black leather basket weave belt with plain silver buckle.
 - f. Socks: Plain black socks with minimum length to mid calf.
 - g. Hat: White saucer cap.
 - h. Shoes: Shall be rubber or leather soled black oxford (low quarters) or Chukka style. Shoe shall be patent type. Shoes must be kept clean at all times.

- i. Neck tie: Plain dark blue without design or sheen, 3” band tapered to 2” pointed at the ends with gold tie clasp with Maltese cross design on center.

B. CLASS A (Dress Uniform)

1. Shirts

a. Color

(1) Light blue for officers (Fire Captain, Battalion Chief, Assistant Chief, Deputy Fire, and Fire Chief).

(1) Navy Blue for firefighter I, II, and Fire Specialist.

- b. Tailoring: Uniform Dress shirts are to be long tailored, full Fire Service style with pressed on military crease. Two in front, three on back, and one on each sleeve.

Note: Sewn on military creases are not permitted.

- c. Sleeves: Shirt sleeve shall be long, extending from the shoulder seam to the wrist joint.
- d. Pockets: Shirts shall have two standard pockets with flap covers. The flaps shall be buttoned in the center. The left pocket may have a 1” pen slot on the right corner of the flap cover.
- e. Badge Holder: Shirts may have a one inch wide strip of reinforcement material sewn on the inside so the shirt extending from the center of the left shoulder to the center of the left pocket for badge support. Two vertical eyelets, if sewn in shall be centered above the seam of the left pocket flap for the purpose of pinning the badge. The top eyelet if sewn in, shall be one and half inches above the seam of the left pocket flap cover.
- f. Collar: The shirt shall have a permanent collar.
- g. Buttons: Shirts shall have an equally spaced seven buttons front. Buttons shall be the same color as the shirt. All buttons eyelets shall be strongly reinforced. Buttons shall be strongly secured to withstand heavy wear and stresses.
- h. Workmanship: All cuts and seams must be straight, reinforced and evenly stitched. Any discrepancies in workmanship shall be cause for rejection.
- i. Material: Shirt construction material shall be made of 65% polyester/ 35% cotton.

2. Trouser/Pants

a. Color: Navy blue

- b. Tailoring: Trousers shall be long and straight legged or boot cut, with two vertical back pockets and two hip pockets without flaps. Pleats, peg, bell-bottom, or cuffs are prohibited. All pocket and zipper lining must not be visible. There shall be seven belt loops. Trousers shall be neatly tailored and loose enough to allow complete freedom of movement. Material gathering around the waistline of the trouser due to poor fitting shall be cause for rejection.

- c. Workmanship: All cuts and seams must be straight, reinforced and evenly stitched. Uneven cuts on the fly, pockets, waistline, belt loops, or cuffs shall be cause for rejection.

- d. Material: Trouser construction material shall be made of 65% polyester/ 35% cotton.
 - e. Findings: The thread used for seams or reinforcements shall be made of J & P coat appropriate and same color to material of the trouser. Zipper color shall be same as trouser shade. Pocket shall be good quality Dacron-cotton skirting. Waistband shall be properly treated rubber or felt. All findings must have “wash and wear” qualities that do not cause bunching, shrinking or wrinkling upon washing.
3. Skirt (Women): Optional
- a. Material: The skirt shall be of the same material and color as Class “A” trouser, to be worn no shorter than two inches above the kneecap, or no longer than two inches below the kneecap. Pockets shall be good quality Dacron-cotton skirting. Waistband shall be properly treated rubber or felt.
 - b. Style: “A” line skirt with full lining hidden waistband.
4. Shoes: Shall be rubber or leather soled black oxford (low quarters) or chukka style. Shoes shall be of patent type.
5. Badge: GFD issued badge with appropriate rank.
6. Hat: White saucer cap with appropriate Fire Department rank emblem.
- a. FFI, II, and Specialist. White top, black visor, and silver metal band.
 - b. Fire Captain: White top, black visor, and gold metal band.
 - c. Battalion Chief: White top, black visor, and gold velvet strap.
 - d. Assistant Fire Chief: White top, black visor with gold “clover leaf” decorations on top of bill with gold velvet strap.
 - e. Deputy Fire Chief: White top, black visor, with gold “clover leaf” decorations on top edge of bill and gold velvet strap.
 - f. Fire Chief: White top, black visor with gold “clover leaf” decoration on top edge of bill and gold velvet strap.
7. Hat insignia: GFD issued hat insignia appropriate to rank.
8. Undershirt: Undershirt shall be a plain white crewneck tee shirt without design or logo.
9. Belt: Black leather basket weave belt with silver buckle only.
10. Socks: Plain black or navy blue socks with a minimum length to mid-calf.
11. Accessories:
- a. Gloves: Plain white dress uniform cotton gloves.
 - b. Necktie: Plain navy blue without design and without sheen. 3” tapered to 2”, pointed at the ends with tie clasp.
 - c. Web Duty Belt: Plain white, 4” wide with chrome buckle.
 - d. Collar insignia: GFD issued collar insignia with appropriate to rank.
 - (1) Tie Clasp: Metal tie clip ¼” width by 2” length with Maltese cross design on center.
 - (a) Silver (Firefighter I, II, and Specialist)
 - (b) Gold (Captain, Battalion Chief, Asst. Chief, Deputy Fire Chief, and Fire Chief)

C. Class B (Work Uniform)

- 1. Shirt:
 - a. Color

- (1) Light blue (Fire Captain, Battalion Chief, Asst. Chief, Deputy Fire Chief, and Fire Chief)
 - (1) Navy blue (Firefighter I, II, and Specialist)
 - b. Tailoring: Shirts shall be highly pressed, military creases are optional.
Note: Sewn on military creases are not permitted.
 - c. Sleeves: Sleeves shall be short to extend from the shoulder seam to the elbow joint and creased on center.
 - d. Pockets: Shirts shall have two standard pockets with flap covers. The flap shall be buttoned in the center. The left pocket may have a one-inch pen slot on the upper right corner of the flap.
 - e. Collar: The shirt shall have a permanent collar.
 - f. Buttons: Shirts shall have an equally spaced seven-button front. Buttons shall be the same color as the shirt. All button eyelets shall be reinforced. Buttons shall be secured to withstand heavy wear and stress.
 - g. Workmanship: All cuts and seams must be straight, reinforced and evenly stitched. Any discrepancies in workmanship shall be cause for rejection.
 - h. Material: Shirt construction material shall be heavy-duty type and made of 65% polyester and 35% cotton.
2. Trouser/Pants
- a. Color: Navy blue
 - b. Tailoring: Trouser shall be long and straight legged or boot-cut with two vertical pockets and two hip pockets without flaps. Pleats, peg, bell-bottom, and cuffs are prohibited. All pocket and zipper linings must not be visible. There shall be seven belt loops. Trouser shall be neatly tailored and loose enough to allow complete freedom of movement. Material gathering around the waistline of the trouser due to poor fitting shall be cause for rejection. Length shall be one (1") inch from the top of the shoe heel sole with no break in the front crease.
 - c. Workmanship: All cuts and seams must be straight, reinforced and evenly stitched. Uneven cuts on the fly, pockets, waistline, belt loops, or cuffs shall be cause for rejection.
 - d. Material: Trouser / Pants construction material shall be heavy-duty type and made of 65% polyester and 35% cotton.
 - e. Findings: The thread used for seams or reinforcements shall be made of J & P coat and same color to material of the trouser. Zipper color shall be same as shade. Pocket shall be good quality Dacron-cotton skirting and shall be properly treated rubber or felt. Findings must have "wash and wear" qualities do not cause bunching, shrinking or wrinkling upon washing.
3. Shorts
- a. Color: Navy blue
 - b. Tailoring: Shorts shall be with two vertical pockets and two hip pockets without flaps. Plain front and all pocket and zipper linings must not be visible. There shall be seven belt loops. Shorts shall be neatly tailored and loose enough to allow complete freedom of

movement. Material gathering around the waistline of the shorts due to poor fitting shall be cause for rejection.

- c. Workmanship: All cuts and seams must be straight, reinforced and evenly stitched. Uneven cuts on the fly, pockets, waistline, belt loops, or cuffs shall be cause for rejection.
 - d. Material: Shorts construction material shall be of heavy-duty type and made of 65% polyester and 35% cotton.
 - e. Findings: The thread used for seams or reinforcements shall be made of J & P coat and same color to material of the shorts. Zipper color shall be same as shade. Pocket shall be good quality Dacron-cotton skirting. Waistband shall properly treated rubber or felt. All findings must have "wash and wear" qualities do not cause bunching, shrinking or wrinkling upon washing.
- 4. Shoes: Shoes shall be all black low quarter, ankle high or boot. Leather or synthetic leather in with rubber sole. Shoes shall be plain toe (Safety toe is optional).
 - 5. Socks: Plain black or Navy Blue socks with minimum length to mid-calf.
 - 6. Belt: GFD issued black leather basket weave with silver buckle.
 - 7. Hat: All navy blue baseball hat with Maltese Cross and the Guam Fire Department embroidered or silkscreen printed on front. Solid material with solid headband.
 - 8. Undershirt: Undershirt shall be plain crewneck tee shirt without pockets, logos or design.
 - a. Captains and above: Plain white
 - b. Specialist and below: Plain blue

D. Class C (Physical Training Uniform)

- 1. Tee Shirt: Same as Class B undershirts
- 2. Shorts: Plain navy blue shorts, appropriate for activity.
- 3. Shoes: athletic shoes/ footwear appropriate to type of physical fitness activity.
- 4. Socks: Plain white or black heavy duty socks with minimum length to mid-calf.

E. Class D (Coveralls)

- 1. Color: Navy Blue.
- 2. Tailoring: slightly loose in fitting to allow for movement.
- 3. Sleeves: shall be long, extending from the shoulder seam to the wrist joint with sleeve snaps or buttons at the end.
- 4. Pockets: Top shall have two breast pockets, and bottom shall have two waist pockets and two rear pockets.
- 5. Collar: The shirt shall have a permanent collar.
- 6. Zipper: Shall be two way in design and hidden from view with a flap.
- 7. Workmanship: All cuts and seams must be straight, reinforced and evenly stitched. Any discrepancies in workmanship shall be cause for rejection.
- 8. Material: Coveralls construction material shall be heavy-duty type and made of 65% polyester and 35% cotton.

F. Fire recruit uniform: Refer to guidelines for Academy staff and recruits.

G. Vehicle Maintenance Personnel Work Uniform: Uniform for GFD civilian personnel assigned to vehicle maintenance shall consist of a one piece dark green

short sleeve coverall, the GFD shoulder patches sewn to both shoulder sleeves embroidered name to be sewn on above the left breast pocket. Shoe shall be heavy-duty safety type.

1.04 STANDARDS FOR WEARING

- A. Formal Wear: For special occasions as directed by the Fire Chief.
- B. Class A Dress Uniform:
 - 1. Special assignments, funerals detail, honor guard, escort, command inspections, promotion board, award ceremonies, or any other occasion deemed appropriate and directed by the Fire Chief.
 - 2. Standard Fire Service Cap (saucer cap) shall be worn with Class A uniform.
 - 3. Uniforms shall be worn with all GFD collar insignias, award pins and ribbons, nameplate, shoulder patches and badge.
 - 4. Accessories not authorized by the Fire Chief shall not be worn with the uniform.
 - 5. Proper standards for wearing Class A uniforms is as illustrated in attachment.
- C. Class B work uniform
 - 1. Class B work uniform shall be worn by all Fire Department Personnel during regular duty hours.
 - 2. Class B uniforms shall be worn with approved navy blue baseball cap and approved sewn on patch or embroidered Maltese cross.
 - 3. Class B uniform shall be worn with appropriate rank, badge, and shoulder patches.
 - a. Name plate: Fire Captains and above
 - b. Name tape: Fire Specialist and below
 - c. Identification Card: GFD issued I.D. cards shall not be worn with Class B uniform.
 - d. Award pins and ribbons shall not be worn with Class B uniform.
- D. Class D Coveralls
 - 1. Class D Coveralls shall be worn in accordance with instructions listed under 1-IV-1.
 - 2. Class D uniforms shall be worn with approved navy blue baseball cap and approved sewn on patch or embroidered Maltese cross.
 - 3. Patches GFD shoulder patch, sewn centered, 1" below each shoulder seam.
 - 4. Name Tape: Fire red cotton tape, 1" width by 5" length, with white letterings (3/4" block type), indicating full last name. Nametapes shall be grounded above the flaps of the right breast pocket only.
 - 5.

1.05 AUTHORIZED UNIFORM ACCESSORIES

- A. Belt: Black basket weave leather waist belt (1 ½" wide with silver buckle). GFD buckle optional.
- B. Duty belt: White, 4" wide duty belt (web) with chrome buckle.
- C. Gloves: Plain white dress uniform gloves, cotton or cotton blend material.
- D. Patches
 - 1. GFD shoulder patch, sewn centered, 1" below seam of shoulder seam.

2. EMT patch for certified personnel only. Sewn with ½" space below right GFD shoulder patch.
- E. Name Plate: Light blue colored plastic 5/8" width by 3" length, with white letterings. (¼" block type) indicating first and middle initials with full last name. Nameplate must be worn 1/8" and centered above the flaps of the right breast pocket.
 - F. Name Tape: Fire red cotton tape, 1" width by 5" length, with white letterings (¾" block type), indicating full last name. Field personnel in navy blue uniform shirt shall wear nametapes grounded above the flaps of the right breast pocket only.
 - G. Badge: Appropriate to rank. Centered and ¾" above the left breast pocket.
 - H. Collar Insignia Pins:
 1. Firefighter I None
 2. Firefighter II One (1) silver bugle
 3. Fire Specialist One (1) gold bugle
 4. Fire Captain Two (2) parallel gold bugles
 5. Battalion Chief Two (2) crossed gold bugles
 6. Assistant Fire Chief Three (3) crossed gold bugles
 7. Deputy Fire Chief Four (4) crossed gold bugles
 8. Fire Chief Five (5) crossed gold bugles
 - I. Neck Tie: Plain Navy blue neck tie without any design or sheen, 3" band and tapered to 2 to be worn only with the Class A and formal wear uniforms.
 - J. Neck Tie clip: Metal tie clip ¼" width by 2" length with Maltese cross design on center.
 1. Silver (FFI, II, and Specialist)
 2. Gold (Captain and above rank)
 - K. Award Pins: Authorized award pins, ribbons, medal and other uniform decorations shall be mandatory with Class A wear. Single medal or decoration shall be worn 1/8" and centered above the nameplate. Multiple medals or decorations shall be evenly centered and 1/8" above the nameplate. Award medals shall be worn without spacing and not to exceed three per row. Additional rows of medal must be centered and grounded above the previous row of medals. The order of awards shall be that the highest award is always closer to the heart ascending. Ribbons, medals or pins for Government of Guam services are authorized to be worn on the right pocket flap below the nameplate.

1.06 DRESS AND GROOMING STANDARDS

- A. Uniformed employees when required to wear civilian clothing shall refer to the guidelines provided for Civilian attire.
- B. All personnel wearing civilian attire shall report to work neatly dressed in a conservative and tasteful ensemble. Clothes shall be clean and neatly pressed. Shoes shall be of dress or business wear type.
- C. All uniformed personnel performing duty in uniform shall report for duty in the regulation uniform neatly tailored, laundered and pressed. All classes of uniform shall be maintained in good condition.
- D. All uniformed personnel are expected to present a clean, neat and conservative appearance.

- E. Uniform Exemption: The following exemptions are hereby approved:
1. Fire Chief: general prerogative to wear any of the uniform class or civilian attire.
 2. Personnel whose special assignment requires civilian attire appropriate to job task authorized by the Fire Chief.
 3. Fire Captains assigned as Company Commander may use the approved navy blue crewneck tee shirt and logo with the title "Captain" printed above the left chest. Tee shirt may be used during periods of manual labor and physical fitness. This shirt may not be used as an undershirt for any class uniform.
- F. Grooming:
1. Male employees (Uniformed Personnel)
 - a. Shall have facial hair cleanly shaven when reporting for duty or other assignments. Personnel shall maintain a cleanly shaven appearance throughout tour of duty.
 - b. Hair on head must not touch the top of the ear or collar of shirt when groomed.
 - c. The hair on the head must not exceed 1 ½" in bulk or length. The bulk, length or style of hair shall not interfere or prevent the proper wearing of a uniform hat, helmet, or protective equipment.
 - d. Hair on the head must not be worn in any of the following: Braids, ducktail, pageboy, undercut, flip, Mohawk, bulky or any other radical hairstyle.
 - e. Sideburns must be neatly trimmed and tapered in the same manner as the haircut, straight and of even width (not flared) and end in a clean shave horizontal line. The side burns must not extend below the lower tip of earlobes.
 - f. Mustache, if worn, must not extend downward beyond the lip line of the upper lip line and may not extend sideways beyond a vertical line drawn upward from the corner of the mouth. The length of the hair on the mustache shall not exceed ¼".
 - g. Beards, goatees, or other facial hair grown below the lower lip are absolutely prohibited while on duty.
 - h. Wigs and hairpieces may be worn while on duty or in uniform only for cosmetic reasons to cover natural baldness or physical disfiguration. However, grooming standards shall apply.
 - i. Hair dyes, tints, and bleaches may be used to enhance or compliment your natural hair color, and must be presented in professional image.
 - j. Fingernails shall be clean and neatly trimmed so as no to interfere with performance of duty, detract from the professional image or present a safety hazard.
 - k. Examples of uniformed male personnel grooming standards are contained in attachment.
 - l. Necklace must be worn underneath uniform tee shirt, wedding bands, and watches may be worn while on duty. All other jewelry is prohibited.
 - m. Tattoos that are added to visible areas of an individual after employment shall not be sexually explicit, immoral, or express radical

social statements. If you are unsure of the acceptability of a potential tattoo check with your immediate supervisor for a review in regards to image prior to the permanent artwork.

2. Female Employee (Uniform Personnel)

- a. The hair shall be worn in a neat and presentable style, which does not include extreme hairdos.
- b. The hair shall not fall over the eyebrows or extend below the shoulder. The bulk, length or style of hairdo shall not prevent or interfere the proper wearing of uniform hat, helmet, or protective equipment.
- c. The use of facial make-up, mascara, eyebrow pencil color or other cosmetics is allowable but must be applied in moderate amounts and in good taste. All types of facial make-up or cosmetics must be of waterproof type.
- d. Fingernails shall be clean and neatly trimmed so as not to interfere with performance of duty, detract from the professional image or present a safety hazard.
- e. Tattoos that are added to visible areas of and individual after employment shall not be sexually explicit, immoral, or express radical social statements. If you are unsure of the acceptability of a potential tattoo check with your immediate supervisor for a review in regard to image prior to the permanent art work.

G. Hygiene and Body grooming: (Uniformed and Civilian Personnel)

1. All GFD personnel are expected to maintain good daily hygiene and clothing wear or attire so as not to discredit the department's overall appearance nor create a health hazard.
2. Fingernail shall be clean and neatly trimmed so as not to interfere with the performance of assignment, duty, detract from professional image or present a safety hazard.

H. Use of Uniforms:

1. While on duty, members shall be in proper uniform all times. Uniforms identify the on-duty members of the department and have an effect on personnel control during operations.
2. All members shall be responsible for the condition of their uniforms and personal appearance. Immediate supervisors shall ensure that daily inspection of personnel under their supervision conducted at the start of each work shift for compliance to uniform standards.
3. Disagreements or grievances as to individual applicability of conformance to this policy shall be handled through the grievance procedures of the Department of Administration Rules and Regulations.
4. Uniforms shall conform to Guam Fire Department specifications. Tight fitting uniforms are prohibited.
5. All members, both newly appointed and promoted shall be responsible for acquiring the proper uniform immediately after effective date of appointment or promotion. Members shall not appear at any time in any part with borrowed uniform or accessories.
6. The use or wearing of the duty uniform or any part thereof while on or off duty in an attempt to obtain personal benefit or favor is prohibited.

7. Wearing of the GFD uniform is prohibited when performing outside of the employment (GFD) duties. Departmental issued turn out gear or other personal protective equipment shall not be worn for activities not authorized by the Fire Chief.
 8. While on duty, the appropriate uniform shall be worn by all members for work outside of quarters (station). In response to emergency alarms, personnel shall don their appropriate personal protective equipment over clothing apparel immediately after receiving alarm. Supervisors may use discretionary judgment provided by policy, while never compromising safety, in allowing personnel to remove personal protective gear during emergency operations.
 9. Proper caps/hats shall be worn at all times during tour of duty. Head covers may be removed when in quarters or indoors. On specific occasions heads covers may be removed by specific permission of the immediate supervisor, however, in general head covers should be left on.
 10. Uniforms shall be kept buttoned, zipped, metallic devices such as metal insignias, belt buckles and belt tips shall be kept in proper luster and must be free from scratches and corrosion; medals and ribbons shall be clean; and shoes shall be cleaned and shined.
 11. Wearing of uniform is prohibited under any circumstance where discredit is brought upon the Department or the Government of Guam.
 12. Wearing of the duty uniform while under work suspension is prohibited.
- I. Any member losing uniform accessories provided by the Department shall report the fact in writing to the Fire Chief through proper channels within 24 hours of its loss. If the loss is due to carelessness, the member shall incur the replacement cost of the article.

1.07 PENALTY FOR VIOLATION

- A. Whenever a GFD employee is found to be in violation of any of the provision or requirements of this Order, the immediate supervisor shall take appropriate corrective or disciplinary actions.
- B. Disciplinary action will be taken against supervisors for failure to enforce this Order.

GUAM FIRE DEPARTMENT

ORGANIZATION	
Chapter:	IV - General Administration
Subject:	Protective Clothing
Code:	1-IV-2
Revised:	Draft

2.01 PURPOSE

To provide policy and guidelines relative to the proper personal protection, in the form of protective clothing, to all Fire Department members exposed to dangerous situations and hazardous atmospheres and/or environments.

2.02 POLICY

- A. Fire Department members shall utilize and wear protective clothing and safety gear as prescribed by those policies and procedures contained herein.
- B. Use of protective clothing as defined and prescribed within this policy shall be considered mandatory during emergency operations and/or whenever the chance or risk of personal injury to Fire Department members may exist.
- C. The Fire Department shall provide its members with the proper type of approved protective clothing, which is currently available in the safety clothing market.
- D. Officers in Charge shall inspect all protective clothing issued to members every two (2) months.
- E. Members may wear non-issued Personal Protective Equipment provided it meets safety guidelines and approved by the Fire Chief.

2.03 RESPONSIBILITY

- A. District Commanders have the overall responsibility to insure that the members of their shifts abide by Fire Department policies regarding the use of protective clothing.
- B. All Fire Department members are directly responsible for their personal safety and shall utilize proper protective clothing as prescribed within this policy.

2.04 DEFINITIONS

- A. All Fire Department personnel shall wear and utilize full protective clothing as defined herein.
 - 1. Full Protective Clothing
 - a. Helmet
 - b. Gloves
 - c. Turnout coat.
 - d. Hood
 - e. Turnout pants (with suspenders).
 - f. Turnout boots.
 - g. Goggles

2.05 GENERAL PROCEDURES

- A. Emergency Operations:

1. Personnel actively engaged in firefighting shall wear full protective gear. Any person without proper gear shall not enter the fire building or engage themselves in activities in the immediate area. If the officer in charge deems the fire building or adjoining buildings safe, individuals (Fire Fighters and civilians) may be permitted to enter.
 2. All members shall wear and utilize appropriate clothing during emergency operations.
 3. Members shall not remove their protective clothing until such time as their Company Officer or the officer-in-charge determines that such protection is no longer necessary or that reduced level protective clothing will be sufficient.
 4. If, in their opinion, operating conditions warrant a change, Company Officers may increase or decrease the level of protective clothing, which is required for themselves and their personnel, but the responsibility to protect their personnel from injury remains with that officer.
 5. If, during multiple company operations, the Incident Commander specifies a certain level of protective clothing, then Company Officers shall not decrease that level for themselves or their personnel unless they are given permission to do so by the Incident Commander.
- B. During alarm response:
1. Members responding in or on fire apparatus shall wear their protective clothing.
 2. Operators are not required to wear their protective clothing while driving. After arriving on the fire ground and after performing all essential emergency operations, operators must put on their protective clothing.
 3. Those members responding to alarms in an enclosed apparatus, are not required to wear helmets during response but must have all their assigned protective clothing available once they reach the scene.
 4. Members responding to an alarm and are riding on the rear running board shall wear full protective clothing at all times.
 5. If, during a response to an alarm, an unusual condition or hazard presents itself, the Company Officer may, at his/her discretion, order all personnel, including drivers, into any level of protective clothing, which may be necessary to protect said personnel from injury or death.
- C. During training:
1. Members engaged in training sessions shall wear appropriate level of protective clothing.
 2. Officers or members conducting training sessions are responsible to insure that all personnel involved utilize adequate protective clothing properly. Appropriate protective clothing shall be worn during simulated hazardous environments.
 3. When on driver's training, the protective clothing to be worn by those participating in the exercise shall be at the discretion of the Company Officer.
- D. Routine operations:
1. Members involved shall use appropriate safety gear and/or protective clothing when engaged in routine activities, which may present a personal safety hazard. If members have questions regarding the need for safety gear

for such routine activities or if they wish to obtain said gear, they shall contact their immediate supervisor prior to beginning said activities.

2. Members involved in Fire Company inspections or pre-planning activities or tours shall, when necessary, wear proper and adequate protective clothing during such inspections, activities, or tours, so as to provide protection from any hazard, which may be present in the area.
3. Members involved in fire company inspections, tours, or pre-planning activities shall, when not wearing it, have full protective clothing available should the need for it arise.
4. When working around the hose tower or around a charged hose that is being tested, all members shall wear protective helmets.

E. Maintenance:

1. All safety gear such as goggles, breathing apparatus, etc., shall be cleaned and maintained in accordance with the manufacturer's instructions and departmental policy.
2. All protective clothing such as turnout clothing, helmets, safety boots, work shirts, jackets, and pants shall be maintained in accordance with the manufacturer's instructions and departmental policy.
3. All protective clothing will be cleaned on a regular basis.
4. Protective clothing with small holes or rips are not to be considered needing replacement unless there is a considerable number of them.
5. All helmets are required to have all designations and safety stripes as required by the department.

GUAM FIRE DEPARTMENT

ORGANIZATION	
Chapter:	IV - General Administration
Subject:	General Gear Issue
Code:	1-IV-3
Revised:	Draft

3.01 PURPOSE

- A. To provide a basic uniform and protective clothing issue.
- B. To provide command, company, and functional identification for Fire Department personnel and the public, during routine and emergency operations where protective clothing is utilized.

3.02 POLICY

- A. All uniform clothing worn by Fire Department personnel shall meet Fire Department specifications and shall be neat in appearance.
- B. Fire Department members shall maintain at least the minimum amount of uniform clothing as specified in this policy under "Basic Uniform Clothing Issue".
- C. Those uniforms, which are listed within this policy shall be the only officially recognized uniforms of the Guam Fire Department.
- D. Each member of the Guam Fire Department shall be issued a full complement of safety gear according to his or her respective positions within the organization.
- E. Members shall utilize such safety gear as they have been issued in accordance with I-IV-2, and any instructions, which they may receive from their immediate supervisor.
- F. Members shall notify their immediate supervisor if any part of their safety gear issue becomes damaged, lost, or stolen.

3.03 RESPONSIBILITY

- A. All members are responsible for maintaining a neat and professional appearance.
- B. All officers are responsible to insure that those whom they supervise comply with Departmental uniform standards.
- C. Supervisors are responsible for insuring that those under their command properly utilize safety gear.
- D. Members are responsible for the care and maintenance of their personal safety gear.
- E. Members needing additional uniform or protective clothing and equipment must obtain gear through the Logistics and Supply Office at the members cost.

3.04 BASIC UNIFORM CLOTHING ISSUE

Members shall be provided with the complete basic uniform clothing issue on or around their employment date. Members shall continue to maintain at least the basic issue of clothing during their career with the Fire Department. The following items constitute the basic uniform clothing issue:

- A. Dress (Class A) uniform:
 - 1. Dress uniform pants - 1.
 - 2. Dress uniform shirt - 1 (long sleeve).

3. Dress uniform hat with hat badge - 1.
 4. Dress uniform tie - 1.
 5. Tie Clasp.-.1.
 6. White Dress Gloves.-.1pair
- B. Work (Class B) uniform:
1. Uniform work pants - 2 pairs.
 2. Uniform work shirt - 2 short sleeve.
 3. Belt (Black) – 1.
 4. Belt Silver Buckle – 1.
 5. Baseball Cap – 1.
- C. Accessories:
1. Fire Department patch - 2 per shirt.
 2. Emergency Medical Technician Patch.-.1 per shirt.
 3. Collar insignias - 1 pair.
 4. Uniform badge - 1.
 5. Name plate – 1
- D. Coveralls (Class D) uniform – 2 each.

3.05 PROTECTIVE CLOTHING ISSUE

The following section will list the various components of the protective clothing issue color coded according to position within the Fire Department.

- A. Fire Fighter
1. Turnout pants (tan) - 1 pair.
 2. Turnout coat (tan) - 1.
 3. Turnout boots - 1 pair.
 4. Work gloves - 1 pair.
 5. Helmet (yellow) - 1.
 6. Suspenders - 1 pair.
 7. Hood - 1.
 8. Goggles - 1 pair.
- B. Fire Captain
1. Turnout pants (tan) - 1 pair.
 2. Turnout coat (tan) - 1.
 3. Turnout boots - 1 pair
 4. Work gloves - 1 pair.
 5. Helmet (red) - 1.
 6. Suspenders - 1 pair.
 7. Hood - 1.
 8. Goggles - 1 pair.
- C. District Commander/Chief Officers
1. Turnout pants (tan) - 1 pair.
 2. Turnout coat (white) - 1.
 3. Turnout boots - 1 pair of short night boots.
 4. Work gloves - 1 pair.
 5. Helmet (white) - 1.
 6. Suspenders - 1 pair.
 7. Hood - 1.
 8. Goggles - 1 pair.

GUAM FIRE DEPARTMENT

ORGANIZATION	
Chapter:	IV - General Administration
Subject:	Coveralls
Code:	1-IV-4
Revised:	Draft

4.01 PURPOSE

To establish guidelines relative to Fire Department issued coveralls.

4.02 POLICY

Department issued coveralls may be worn when performing various Fire Department related functions.

4.03 PROCEDURES

- A. Coveralls, as issued, may be worn only under the following conditions:
 - 1. Assisting the Fire Department Mechanic.
 - 2. When working on in-house construction projects.
 - 3. Cleaning apparatus or light vehicles.
 - 4. Testing apparatus.
 - 5. Painting or waxing.
 - 6. Fire hydrant inspection details.
 - 7. While cutting grass at fire stations.
 - 8. Storing supplies and equipment.
 - 9. While conducting station, equipment, and apparatus inventory.
 - 10. While conducting station clean up.
- B. Coveralls are to be used as a protectorate of, not a substitute for, the Class B uniform.
- C. Coveralls are not considered to part of the Class B uniform issue.
- D. Coveralls are design to be worn over the Class B uniform.
- E. Coveralls may not be worn when performing the following functions:
 - 1. When escorting visitors around the fire stations.
 - 2. When conducting station tours or demonstrations.
 - 3. When coming to or leaving from one's duty station.
 - 4. When observing free time around the fire stations.
 - 5. When off duty.
 - 6. When treating walk-in patients at the station.

4.04 RESPONSIBILITY

The maintenance and cleanliness of the coveralls will be the responsibility of the individual to whom the coveralls were issued.

GUAM FIRE DEPARTMENT

ORGANIZATION	
Chapter:	IV - General Administration
Subject:	Emergency Recall
Code:	1-IV-5
Revised:	Draft

5.01 PURPOSE

To provide policy and guidelines for recalling off-duty personnel during emergency operations.

5.02 POLICY

- A. All fire department personnel are subject to emergency recall.
- B. Whenever it is determined by an Incident Commander that an emergency will soon exceed or has already exceeded the capabilities of the entire on-duty force, said Incident Commander shall be able to obtain necessary resources by requesting through chain-of-command to the Fire Chief to recall off-duty personnel.
- C. Personnel contacted to report for duty during an emergency recall who are under suspension, ill, under the influence of medication, to such an extent their judgment and/or coordination is impaired, shall refrain from participating in the emergency recall. The Fire Alarm operator, Headquarters Officer-In-Charge, or other person conducting the recall shall be advised by the member of his/her inability to return to duty.
- D. Personnel who have been contacted for an emergency recall and who were unable to return to duty shall, upon their first day returning to work, submit to their supervisor explaining the reason they were unable to return to duty.

5.03 RESPONSIBILITY

- A. An Incident Commander or Chief Officer is responsible for requesting the emergency recall of off-duty personnel.
- B. The Fire Alarm Operator is responsible for contacting Division commanders who shall in turn notify appropriate ranks.
- C. Recalled members shall report as directed.

5.04 RECORDING OF TIME FOR OFF-DUTY PERSONNEL

- A. The officer in charge of the recalled personnel shall see that their names are properly recorded in the Station Journal when reporting for and released from duty.
- B. The officer in charge will prepare a list of recalled personnel and the times they reported on and off duty.

This list is to be given to the shift's Officer-In-Charge for his/her use in preparing overtime papers.

GUAM FIRE DEPARTMENT

ORGANIZATION	
Chapter:	IV - General Administration
Subject:	Subpoena Policy
Code:	1-IV-6
Revised:	Draft

6.01 PURPOSE

To establish Fire Department policy and procedures in order to properly manage those situations affecting the fire department where its members have been subpoenaed for court appearances, either in the course of their employment or as a private individual.

6.02 POLICY

- A. The Fire Department shall operate in accordance with Guam Law and Department of Administration Personnel Rules and Regulations concerning employees who have been subpoenaed for court appearance.
- B. Members who are served a subpoena involving a matter directly relating to the course of their employment shall notify their immediate supervisor and submit a copy of the subpoena.
- C. Members who are served a subpoena as a private individual, which will require them to be absent from work in order to appear, shall notify their immediate supervisor and submit a copy of the subpoena.
- D. Members shall be entitled to a leave of absence with pay while serving as a subpoenaed witness.
- E. Members who are required to appear in court on Government of Guam related matters, during periods in which they would normally be off duty, shall receive regular time and a half pay according to the amount of time involved.
- F. The Deputy Fire Chief shall be notified, through channels, of Fire Department members who have been subpoenaed.
- G. Fire Department members appearing in court, where the Government of Guam is a party to a proceeding, shall wear the uniform specified by the Fire Chief.

6.03 RESPONSIBILITY

All members who are subpoenaed are responsible to make the proper notifications and act in accordance with Fire Department policies and procedures.

6.04 PROCEDURE

- A. Members who are served a subpoena involving a matter directly related to the course of their employment or an individual matter, which will affect Fire Department scheduling, shall notify their immediate supervisor and submit to same a copy of the subpoena.
- B. The Officer-In-Charge shall coordinate and provide the necessary on duty coverage for suppression members who must appear in court.
- C. The Deputy Fire Chief shall be notified, through channels, of any member who has been subpoenaed.
- D. Members subpoenaed on Government of Guam related matters shall appear in court wearing the uniform specified by the Fire Chief.

- E. A request for leave of absence shall be processed whenever members are subpoenaed to appear as private individuals during their regularly scheduled work hours.
- F. The involved member shall keep his or her supervisor informed as to any information or changes, which may affect Fire Department scheduling.

GUAM FIRE DEPARTMENT

ORGANIZATION	
Chapter:	IV - General Administration
Subject:	Jury Duty
Code:	1-IV-7
Revised:	Draft

7.01 PURPOSE

- A. To establish Fire Department policy and procedures concerning jury duty.
- B. To provide a means of keeping the Fire Department informed as to the status concerning any member who may be required to serve as a juror.

7.02 POLICY

- A. The Fire Department shall operate in accordance with Guam Law and Department of Administration Personnel Rules and Regulations concerning jury duty.
- B. Members shall notify their direct supervisor and submit a copy of the notice requiring them to serve as a juror.
- C. Members shall be entitled to a leave of absence with pay while on jury duty and may accept a jury fee in accordance with Department of Administration Personnel Rules and Regulations.
- D. The Deputy Fire Chief shall be informed through channels of Fire Department members who are required to serve as jurors.

7.03 RESPONSIBILITY

All members are responsible to make proper notification to the department if they receive notice to serve on jury duty.

7.04 PROCEDURE

- A. Either the District Commander or the Officer-In- Charge shall forward the jury notice to the Deputy Fire Chief.
- B. Request for Leave of Absence shall be processed.
- C. The Officer-In-Charge shall coordinate and provide the necessary on-duty coverage.
- D. The involved member shall keep his or her supervisor informed as to any information or changes that may effect Fire Department scheduling.
- E. The member may receive a fee in accordance with established policy (see Policy 7.02).

GUAM FIRE DEPARTMENT

ORGANIZATION	
Chapter:	IV - General Administration
Subject:	Government Vehicle Accidents
Code:	1-IV-8
Revised:	Draft

8.01 PURPOSE

To provide policy and guidelines for the proper management of accidents involving government owned vehicles where either a vehicle or property has suffered damage.

8.02 POLICY

- A. Whenever Fire Department members are involved in an accident while operating government owned vehicles or damage is sustained to property by any government employee, the procedures within this policy shall be followed.
- B. All accidents involving government owned vehicles should be reported to their immediate supervisor and to the Fire Chief through channels.
- C. A Guam Police Department vehicle accident report shall be completed and an incident report shall be submitted to Fire Chief through proper channels within twenty-four (24) hours of a vehicular accident.

8.03 SCOPE

- A. The scope of this policy includes all vehicle accidents involving Government owned vehicles.
- B. The term "Government Owned Vehicle," as used in this policy, means any Government vehicle including: fire apparatus, staff vehicles, utility vehicles, pool cars, or any other vehicle owned and operated by the Government.
- C. The scope of this policy includes negligent action(s) by any government employee.

8.04 RESPONSIBILITY

All Fire Department personnel are responsible to follow Department guidelines and behave in responsible, professional manner when involved in traffic accidents while operating Government owned vehicles.

8.05 PROCEDURE

- A. EMERGENCY OPERATING CONDITIONS: If a Government owned vehicle is responding to an alarm when the accident occurs:
 - 1. The Fire Department member(s) involved shall notify the Fire Alarm Office of the accident. The Fire Alarm Office shall dispatch another company or vehicle to answer the alarm.
 - 2. The Fire Alarm Office shall notify the Guam Police Department upon receiving said notification.
 - 3. In the event of an injury, the Fire Alarm Office shall be notified to request for Ambulance or Rescue units; and the Fire Department members shall provide all assistance possible.

4. The driver shall remain at the scene awaiting the arrival of a Guam Police Department officer and the other members may proceed to the alarm, if they are not needed to render medical assistance to the injured at the accident scene.
 5. The vehicle involved in the accident shall not be moved until a Guam Police Department officer arrives or until ordered so by a Chief Officer of the Fire Department.
 6. The Department member involved in the accident shall notify his/her supervisor immediately.
 7. When a police report is filed, obtain a copy to be submitted later.
 8. Upon returning to the station, an incident report shall be completed and submitted to the Fire Chief within twenty-four (24) hours after the accident.
- B. NON-EMERGENCY CONDITIONS: If a Government owned vehicle is operating under normal operating conditions when the accident occurs:
1. The Fire Department member(s) shall notify the Fire Alarm Office of the accident.
 2. The Guam Police Department shall be notified immediately of any accident involving a Government vehicle.
 3. In the event of injury, the Fire Alarm Office shall be notified to request for the Ambulance or Rescue units; and Fire Department members shall provide all assistance possible.
 4. The Department member involved in the accident shall notify his/her supervisor immediately.
 5. The vehicle involved in the accident shall not be moved until a Guam Police Department officer arrives or until ordered to do so by a Chief Officer.
 6. When a police report is filed, obtain a copy to be submitted later.
 7. Upon returning to the station, an incident report shall be completed to be submitted to the Fire Chief within twenty-four (24) hours after the accident.
- C. NEGLIGENCE ACTION (S) - If damage is sustained to property by the negligence of any government employee, the following shall be done:
1. Notify your supervisor immediately.
 2. Have Fire Alarm contact the Guam Police Department in order to have a police report form to accompany the Incident Report.
 3. Upon returning to the station, complete an Incident Report Form to the best of one's ability.
- D. PROPERTY DAMAGED section.
1. Members of the Department at the scene of the accident shall make no statements asserting the responsibility for the accident.
 2. If during routine operations an accident occurs involving a parked vehicle where the owner or driver is not available:
 - a. Notify the Fire Alarm Office and have the Guam Police Department notified to take a report.
 - b. Request for an Ambulance or Rescue unit, if necessary.
 - c. Attempt to locate owner/driver.
 - d. If owner or driver is not located leave a note on the vehicle or damaged property, and make notification in person at a later time.

3. When Fire Department member(s) involved in an accident with a government vehicle, the Internal Affairs Section shall conduct an investigation and recommendations will be forwarded to the Fire Chief.

GUAM FIRE DEPARTMENT

ORGANIZATION	
Chapter:	IV - General Administration
Subject:	Citizen Accidents - Government Property
Code:	1-IV-9
Revised:	Draft

9.01 PURPOSE

To provide Fire Department members with guidelines concerning citizen accidents and injuries which occur on Government property.

9.02 POLICY

- A. Private citizens who are injured in accidents, which occur on Government property shall receive immediate medical attention.
- B. The Fire Battalion Chief and Deputy Fire Chief shall be promptly notified of any citizen accidents occurring on Fire Department property.
- C. No Fire Department employee shall sign or make any statement admitting Government liability.
- D. The incident shall be promptly referred to the Office of the Attorney General of Guam.

9.03 SCOPE

Includes all citizen injuries occurring on Government property or involved in accidents with Government employees or on property under the control of Government employees.

9.04 RESPONSIBILITY

- A. All Fire Department members who observe or are involved with citizen injuries falling within the scope of this policy shall take initiative action and act within the guidelines of this policy.
- B. The Fire Chief shall contact the Attorney General.

9.05 PROCEDURE

- A. Administer emergency medical care as is necessary and available.
- B. Call for medical assistance as needed.
- C. Make proper notifications in accordance with policy (see 9.02 - Policy).
- D. Do not sign or make any statement, which admits Government liability.

GUAM FIRE DEPARTMENT

ORGANIZATION	
Chapter:	IV - General Administration
Subject:	Citizen Complaints (General)
Code:	1-IV-10
Revised:	Draft

10.01 PURPOSE

- A. To centralize and assure that all citizens' requests are handled in a timely, equitable, courteous and sensitive manner.
- B. This procedure is designed to ensure proper attention is given to all complaints and concerns.

10.02 POLICY

- A. The Internal Affairs Office shall be responsible for receiving and processing the complaints of citizens that relate to the functions of the Guam Fire Department.
- B. The Internal Affairs Office is responsible for contacting the citizen by phone, in person, or by letter within fourteen (14) calendar days following the receipt of the complaint.

10.04 RESPONSIBILITY

- A. Requests/complaints received by any member of the Department shall process and forward to the Internal Affairs Section via channels.
- B. Citizens' request and complaints concerning the receiving department will be processed according to procedures outlined in Section 10.05.
- C. Each request shall be analyzed and the citizen answered within fourteen (14) calendar days from the date on which he/ she first contacted.

10.05 PROCEDURE

- A. All complaints shall be referred to the Internal Affairs Office.
- B. The Internal Affairs Office will complete the complaint form, and the Fire Chief shall be informed.
- C. Address and location file cards will be compiled on the complaint and filed alphabetically in the central filing system maintained by the Internal Affairs Office.
- D. The Internal Affairs Office shall notify the citizen that a response to his/her complaint will be made in fourteen (14) calendar days.
- E. A departmental representative must always give the department's reply to the citizen. This reply can be given in writing, over the phone, or in person. However, the date and nature of the response must always be recorded on the complaint form.

GUAM FIRE DEPARTMENT

ORGANIZATION	
Chapter:	IV - General Administration
Subject:	Lost or Damaged Equipment
Code:	1-IV-11
Revised:	Draft

11.01 PURPOSE

To establish Fire Department policy and procedures for the proper management of matters concerning lost or damaged equipment and/or apparatus.

11.02 POLICY

Members who may become aware of lost or damaged Fire Department equipment and/or apparatus shall promptly report such conditions in accordance with the procedures contained within this policy.

11.03 PROCEDURES

- A. Any member who becomes aware of lost or damaged Fire Department equipment and/or apparatus shall notify his/her supervisor immediately.
- B. The Officer-in-Charge shall make an assessment as to whether or not theft or vandalism has occurred and, if necessary, notify the Police Department. An incident report must be filled out for any theft of Government property.
- C. The member responsible for the loss or damage to the property in question shall submit an Incident Report form to the District Commander immediately of the incident.
- D. The District Commander shall notify the Fire Chief of the situation and those actions, which have been taken.
- E. The Fire Battalion Chief, in coordination with the Fire Department Mechanic, shall make the necessary arrangements to provide replacement or repairs for lost or damaged equipment and/or apparatus.
- F. The Fire Department Mechanic shall repair and/or replace any damaged equipment and/or apparatus.

11.04 RESPONSIBILITIES

- A. The Fire Department Maintenance Section shall be responsible for maintaining the suspense file and shall notify the Fire Chief or designee of any problem still on file ten (10) days after submission.
- B. The Fire Department Mechanic shall be responsible for correcting problems and completing forms.

11.05 MISCELLANEOUS

- A. All forms on items that cannot be corrected within ten (10) days shall automatically move up ten (10) days each time they appear in suspense file.
- B. This automatic move-up every ten (10) days shall be done in order to insure follow-up.

GUAM FIRE DEPARTMENT

ORGANIZATION	
Chapter:	IV - General Administration
Subject:	Ride Along Policy
Code:	1-IV-12
Revised:	Draft

12.01 PURPOSE

- A. To establish the necessary criteria and procedures for authorizing RAP on Fire Department emergency vehicles.

12.02 PURPOSE

- A. To establish the necessary criteria and procedures for authorizing RAP on Fire Department emergency vehicles.

12.03 POLICY

- A. Authorized RAP are limited to;
 - 1. Members of the Guam Fire Department who are attending the GFD/Guam Community College (GCC) Fire Academy and are currently enrolled in the Emergency Medical Technician-Basic course
 - 2. Students attending the GCC Emergency Medical Technician-Basic course
 - 3. Firefighters of the Joint Regional Marianas Fire Department
 - 4. Guam International Airport Authority's Aircraft Rescue Firefighting (ARFF)
 - 5. Members of the Guam Army National Guard's 94th CST maintaining their EMT certification.
- B. The Fire Chief may approve special requests for RAP, which does not meet any of the listed criteria.

12.04 GENERAL RULES

- A. The RAP must be eighteen (18) years of age or older.
- B. RAP may function in the capacity of taking vital signs, assisting in carrying equipment and supplies, and loading and unloading patients. They are prohibited in administering patient treatment, participating in fire ground operations, and operating emergency vehicles.
- C. RAP must be properly trained in taking vital signs and in methods of properly lifting patients or equipment prior to participating in the Ride Along Personnel Program.

D. Dress Code:

1. Participants must be neatly dressed and groomed. RAP's are expected to act and dress in a manner that reflects a positive image on the Fire Department.
2. They may wear dark jeans or slacks and a plain white or light blue, collared shirt with sleeves. T-shirts or shirts with bold or distractive logos or print are not authorized. Clothing is to be maintained in a clean laundered condition.
3. Safety shoes are preferred for their protection but not mandatory. Other shoes are allowed if they are closed toed and in clean condition.
4. Members of other on island fire departments may wear their uniforms with prior approval.
5. Personal hygiene shall be maintained. Use of heavy fragrance perfumes and/or aftershaves shall not be allowed to cover up bad hygiene habits.
6. Long hair shall not dangle down to create a safety hazard or interfere with patient care.

E. Safety:

1. When riding in the assigned unit, the wearing of the vehicle seat belts is mandatory.
2. Smoking or tobacco usage is not permitted while riding in any Guam Fire Department vehicle.
3. If a medic unit responds to a fire, the RAP must either stay with the unit or report to the Chief Officer. RAP are not to engage in any firefighting activities.

F. Injuries:

1. If the RAP is injured, notify the Station Officer and supervising medic as soon as possible. They will ensure proper medical attention is provided (if required).
2. A written injury report will be submitted to the Officer. If the RAP is terminating his/her scheduled ride as a result of the injury, then the injury report will be completed before leaving the station. If the ride-along cannot complete the report, the supervising medic or escort will be responsible for its completion.
3. Exposure reporting of RAP will follow Department Infection Control Procedures. All documentation of injuries or exposures will be forwarded to the Department Safety Officer.

12.05 PROCEDURE

- A. A written application for RAP must be completed and submitted to the Guam Fire Department. All accompanying document must also be completed and submitted with the application.

- B. Prospective RAP are subject to a criminal records background check. Individuals are required to submit a police clearance and a court clearance background check. RAP must complete and sign a Guam Fire Department "Release of Information Authorization" allowing such background check in other jurisdictions. Criminal history such as issues dealing with moral turpitude, theft, drugs, or felony crimes will disqualify a candidate as a RAP.
- C. All participants must complete all accompanying forms relative to the RAP Program.
- D. Riding assignments shall be left to the discretion of the Officer-In-Charge on whose shift the participant plans to ride.
- E. The Officer-In-Charge shall assign an escort for the participant in the ride-along program for each tour of duty.
 - 1. Escorts would be responsible to show the participants around the station and explain to them the basic rules and regulations of the department.
 - 2. Escorts shall show the participants to their assigned place to ride and explain to them the procedure to follow during an alarm.
- F. Participants who are not members of a fire service organization shall apply 2 weeks in advance for the approval of the Fire Chief.
- G. On the fire ground, these participants shall remain with the piece of apparatus to which they are assigned. In this situation, the Driver / Operator of the vehicle shall act as the escort.
- H. All participants in this program shall follow the rules and regulations as established by the Fire Chief.



GUAM FIRE DEPARTMENT

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Phone; (671) 472-3311 – Fax: (472-3360)



RIDE ALONG PERSONNEL (RAP) PROGRAM APPLICATION (GFD-RAP1)

NAME					
DOB		AGE		DRIVER'S LIC. #	
ADDRESS					
PHONE (H)				PHONE (M)	
EMERGENCY CONTACT				PHONE	
ADDRESS					
1. Are you currently under doctor's care? If so, for what reason?					
					<input type="checkbox"/> Y <input type="checkbox"/> N
2. Are currently taking any medications? If so, for what?					
					<input type="checkbox"/> Y <input type="checkbox"/> N
3. Do you have any disability which would affect your participation in this program? If so? List:					
					<input type="checkbox"/> Y <input type="checkbox"/> N
1. Have you been convicted of a crime? If so, for what? List crime and year:					
					<input type="checkbox"/> Y <input type="checkbox"/> N
5. State the reason you wish to participate in this program:					
Date and time for participation in the program: From _____ to _____ hrs on _____, 2009					
APPROVED: <input type="checkbox"/> Y <input type="checkbox"/> N					
Signature of Applicant	Date	Fire Chief		Date	



GUAM FIRE DEPARTMENT

DIPATTAMENTON GUAFI GUAHAN



RELEASE OF INFORMATION AUTHORIZATION (GFD-RAP2)

Criminal Records Waiver – Ride Along Personnel (RAP) Program

As an applicant to ride-along with the Guam Fire Department, I am required to furnish information for use in determining my suitability to qualify as a candidate for a ride-along on emergency vehicles. I, therefore, authorize the Guam Fire Department to investigate my background generally. Further, I hereby direct any person or law enforcement agency to release such information to the Guam Fire Department. I understand that this information will include any records or information pertaining to criminal investigations or other confidential materials.

I release all parties connected with any request for information from the Guam Fire Department from all claims, liability and damages for any reason arising from the furnishing of criminal background information.

Signed: _____

Print: _____

Social Security #: _____

Driver's License Number / State _____

Date of Birth _____ Sex _____

FOR OFFICIAL USE

Comments from Internal Affairs Section.

Criminal History: ☐ Y ☐ N



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HEPATITIS AND TURBERCULOSIS DECLARATION (GFD-RAP3)

I understand that due to my possible exposure to blood or other potentially infectious materials, I may be at risk of acquiring Hepatitis B Virus (HBV) or tuberculosis infection. I understand I can receive the Hepatitis B Vaccine at my expense, prior to riding with the Guam Fire Department personnel.

However, I decline Hepatitis B vaccination at this time; I understand that by declining this vaccine, I continue to be at risk of acquiring Hepatitis B, a serious disease. I am also declaring that I do not have any potentially infectious disease which may be transmitted by contact or being in close proximity with patients or other fire department personnel.

Applicant Signature

Date

Print Name

Driver's License

Witness Signature

Date

Print Name



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AGREEMENT ASSUMING RISK OF INJURY OR DAMAGE, WAIVER AND RELEASE OF CLAIMS AND INDEMNITY AGREEMENT (GFD-RAP4)

Whereas I, _____, being over the age of eighteen and not being a member of the Guam Fire Department, have made a voluntary request to ride as a guest in a vehicle assigned to the Guam Fire Department and to accompany a member or members of the Fire Suppression/EMS Bureau during the performance of their official duties in or outside departmental facilities and whereas, the Guam Fire Department is willing to allow me to ride as a guest in or on a vehicle assigned to that bureau; to accompany a member or members of the bureau during the performance of their duties in or outside department facilities on the condition herein stated.

1. That I am aware that the work of the Guam Fire Department is inherently dangerous and that I may be subjected to the risk of death, personal injury or damage to my property by accompanying a member or members of the department during the performance of their official duties and that I freely, voluntarily and with such knowledge assume the risk of death, personal injury, property damage or any other risk which I may encounter connected with this activity while accompanying a member or members of the Guam Fire Department during the performance of their official duties.
2. That the Government of Guam, its administration, and all members of the Guam Fire Department and its sureties shall not be responsible or liable for any injury, damage, loss of expense whatsoever whether to me or my property, incurred while riding in or on any vehicle assigned to the Guam Fire Department or while accompanying any member or members of said bureau during the performance of their otherwise on the part of any member of said bureau, Guam Fire Department.
3. That I myself, my heirs, executor, administrator and assigns will defend and indemnify the Government of Guam, Fire Chief of the Guam Fire Department, Fire Suppression/EMS Bureau, all members of the Guam Fire Department, under said bureau, their sureties and each of them, against any and all manner of actions, cause of actions, suits, debts, claims, demands, damages or liability or expense of every kind and nature incurred or arising by reasons or actual or claimed negligent or wrongful act or omission of mine while riding in or any vehicle assigned to the Guam Fire Department, or while accompanying any member or members of said bureau in the performance of their duties in or outside departmental facilities.
4. The period covered in this agreement will be from _____ to _____ between the hours of 0800 hrs to 2000 hrs.

I hereby represent that I have carefully read and understand the contents of this document and sign the same of my own free will.

Signature _____

Date _____



GUAM FIRE DEPARTMENT **DIPATTAMENTON GUAFI GUAHAN**

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CONFIDENTIALITY AGREEMENT **(GFD-RAP5)**

The federal Health Insurance Portability Accountability Act (HIPAA), establishes protection to preserve the confidentiality of various medical and personal information and specify that such information may not be disclosed except as authorized by law or the patient.

- ***Confidential Patient Care Information includes:*** Any individually identifiable information in possession or derived from a provider of health care regarding a patient's medical history, mental, or physical condition or treatment, as well as the patients and/or their family members records, test results, conversations, (Note: this information is defined in the Privacy Rule as “protected health information.”)

I understand and acknowledge that:

2. I shall respect and maintain the confidentiality of all discussions, deliberations, patient care records and any other information generated in connection with individual patient care.
3. I agree to discuss confidential information only in the work place and only for job related purposes and to not discuss such information outside of the work place or within hearing of other people who do not have a need to know about the information.
4. I understand that my obligation to safeguard patient confidentiality continues after my termination of the Ride Along Personnel (RAP) Program.

I hereby acknowledge that I have read and understand the foregoing information and that my signature below signifies my agreement to comply with the above terms. In the event of a breach or threatened breach of the Confidentiality Agreement, I acknowledge that the Government of Guam and the Guam Fire Department may, as applicable and as it deems appropriate, pursue legal and criminal action up to and after my termination from the RAP Program

Dated: _____

Signature: _____

Print Name: _____



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RIDE ALONG PERSONNEL PROGRAM (RAP) GUIDELINES

1. POLICY

- a. Authorized RAP are limited to members of the Guam Fire Department who are attending the GFD/Guam Community College (GCC) Fire Academy and are currently enrolled in the Emergency Medical Technician-Basic course, students attending the GCC Emergency Medical Technician-Basic course, and firefighters of the Navy Federal Fire Department or the Guam International Airport Authority's Aircraft Rescue Firefighting (ARFF)
- b. The Fire Chief may approve special requests for RAP, which does not meet any of the listed criteria.

2. GENERAL RULES

- a. The RAP must be eighteen (18) years of age or older.
- b. RAP may function in the capacity of taking vital signs, assisting in carrying equipment and supplies, and loading and unloading patients. They are prohibited in administering patient treatment, participating in fire ground operations, and operating emergency vehicles.
- c. RAP must be properly trained in taking vital signs and in methods of properly lifting patients or equipment prior to participating in the Ride Along Personnel Program.
- d. **Dress Code:**
 - i. Participants must be neatly dressed and groomed. RAP's are expected to act and dress in a manner that reflects a positive image on the Fire Department.
 - ii. They may wear dark jeans or slacks and a plain white or light blue, collared shirt with sleeves. T-shirts or shirts with bold or distractive logos or print are not authorized. Clothing is to be maintained in a clean laundered condition.
 - iii. Safety shoes are preferred for their protection but not mandatory. Other shoes are allowed if they are closed toed and in clean condition.
 - iv. Members of other on island fire departments may wear their uniforms with prior approval.
 - v. Personal hygiene shall be maintained. Use of heavy fragrance perfumes and/or aftershaves shall not be allowed to cover up bad hygiene habits.
 - vi. Long hair shall not dangle down to create a safety hazard or interfere with patient care.
- e. **Safety:**
 - i. When riding in the assigned unit, the wearing of the vehicle seat belts is mandatory.

- ii. Tobacco usage is not permitted while riding in any Government of Guam vehicle.
- iii. If a medic unit responds to a fire, the RAP must either stay with the unit or report to the Chief Officer. RAP are not to engage in any firefighting activities.

f. Injuries:

- i. If the RAP is injured, notify the Station Officer and supervising medic as soon as possible. They will ensure proper medical attention is provided (if required).
- ii. A written injury report will be submitted to the Officer. If the RAP is terminating his/her scheduled ride as a result of the injury, then the injury report will be completed before leaving the station. If the ride-along cannot complete the report, the supervising medic or escort will be responsible for its completion.
- iii. Exposure reporting of RAP will follow Department Infection Control Procedures. All documentation of injuries or exposures will be forwarded to the Department Safety Officer.

3. PROCEDURE

- a. A written application for RAP must be completed and submitted to the Guam Fire Department. All accompanying document must also be completed and submitted with the application.
- b. Prospective RAP are subject to a criminal records background check. Individuals are required to submit a police clearance and a court clearance background check. RAP must complete and sign a Guam Fire Department "Release of Information Authorization" allowing such background check in other jurisdictions. Criminal history such as issues dealing with moral turpitude, theft, drugs, or felony crimes will disqualify a candidate as a RAP.
- c. All participants must complete a Liability Release Form before taking part in the program.
- d. Riding assignments shall be left to the discretion of the Officer-In-Charge on whose shift the participant plans to ride.
- e. The Officer-In-Charge shall assign an escort for the participant in the ride-along program for each tour of duty.
- f. Escorts would be responsible to show the participants around the station and explain to them the basic rules and regulations of the department.
- g. Escorts shall show the participants to their assigned place to ride and explain to them the procedure to follow during an alarm.
- h. Participants who are not members of a fire service organization shall apply 2 weeks in advance for the approval of the Fire Chief.
- i. On the fire ground, these participants shall remain with the piece of apparatus to which they are assigned. In this situation, the Driver / Operator of the vehicle shall act as the escort.

- j. All participants in this program shall follow the rules and regulations as established by the Fire Chief.

12.01 PURPOSE

To establish the necessary criteria and procedures for authorizing ride-alongs on Fire Department emergency vehicles.

12.02 POLICY

- C. Authorized ride-alongs must meet one of the below listed criteria and must have completed the below listed procedure.
- D. The Fire Chief may approve special requests for ride-alongs, which do not meet any of the listed criteria.

12.03 GENERAL RULES

- G. The rider must be eighteen (18) years of age or older, unless approved by legal guardian and the Fire Chief.
- H. Anyone who is not a member of the Fire Department shall not participate in fire ground operations.

12.04 PROCEDURE

- I. A written request for ride-alongs shall be submitted to the Guam Fire Department.
- J. All participants must complete a Liability Release Form before taking part in the program.
- K. Participants under the age of eighteen (18) must submit a written release signed by a parent or guardian.
- L. Riding assignments shall be left to the discretion of the Officer-In-Charge on whose shift the participant plans to ride.
- M. The Officer-In-Charge shall assign an escort for the participant in the ride-along program for each tour of duty.
 - 1. Escorts would be responsible to show the participants around the station and explain to them the basic rules and regulations of the department.
 - 2. Escorts shall show the participants to their assigned place to ride and explain to them the procedure to follow during an alarm.
- N. Participants who are not members of a fire service organization shall follow this procedure.
 - 1. Shall apply at 1 week in advance for the approval of the Fire Chief.
 - 2. Participants shall not be allowed to ride more than one (1) time every six (6) months unless otherwise approved by the Deputy Fire Chief or the Fire Chief, in writing.
 - 3. On the fire ground, these participants shall remain with the piece of apparatus to which they are assigned.
- O. All participants in this program shall follow the rules and regulations as established by the Fire Chief.

GUAM FIRE DEPARTMENT

ORGANIZATION	
Chapter:	IV - General Administration
Subject:	Required Licenses and Certifications
Code:	1-IV-13
Revised:	Draft

13.01 PURPOSE

To establish departmental policy insuring that all Fire Department members understand and comply with departmental requirements concerning required licenses and certificates.

13.02 POLICY

- A. Fire Department members of all ranks shall possess a valid Guam Operators License.
- B. Required licenses and certifications for Fire Fighter:
 - 1. Entry level - Guam Operators A,B Chauffeur's License.
 - 2. Within three (3) years must have:
 - a. N.F.P.A. 1001 - Fire Fighter II
 - b. Emergency Medical Technician – Basic
 - c. To be a designated “Driver/Operator”, a Firefighter must have the NFPA-1002 certification for the apparatus operated, i.e., pumper and/or aerial.
 - d. NIMS compliance- ICS 100, 200, 700 & 800 level
- C. Required licenses and certificates for promotion to Fire Captain:
 - 1. Must have successfully fulfilled the requirements for Fire Fighter.
 - 2. In addition, must also have:
 - a. N.F.P.A. 1021 - Officer I and II
 - b. N.F.P.A. 1041 - Instructor I and II
- D. Required licenses and certificates for promotion to Fire Battalion Chief).
 - 1. Must have successfully fulfilled the requirements for Fire Captain.
 - 2. In addition, must also have:
 - a. N.F.P.A. 1021 - Officer III
- E. Required licenses and certificates for promotion to Assistant Fire Chief and Deputy Fire Chief:
 - 1. Must have successfully fulfilled the requirement for Fire Battalion Chief.
 - 2. In addition must, also have N.F.P.A. 1021 – Officer III.
- F. Required licenses and certificates for Rescue Personnel
 - 1. Must have successfully completed a formal Rappelling class by a recognized training institute.
 - 2. Must possess at minimum, an Advance Open water Dive certification from a recognized dive-training institute (i.e. N.A.U.I., P.A.D.I., etc.).
- G. Required licenses and certificates for Advance Life Support Personnel.
 - 1. Must maintain certification for Emergency Medical Technician - Intermediate (EMT-I) from a recognized training institute.

13.03 RESPONSIBILITY

- A. Fire Department members are responsible to maintain a valid Guam Operators License.
- B. Fire Department members are responsible for attending certification classes and achieving a passing grade.
- C. Fire Department members are responsible to carry a current Guam Operators License.

GUAM FIRE DEPARTMENT

ORGANIZATION	
Chapter:	IV - General Administration
Subject:	Time System
Code:	1-IV-14
Revised:	Draft

14.01 PURPOSE

To establish the time system utilized by the Guam Fire Department thus providing continuity of time notation with the Fire Department.

14.02 POLICY

- A. The time system utilized by the Guam Fire Department shall be twenty-four (24) hour military time.
- B. Any required notation of time on Fire Department records, reports or communications shall be written in military time.
- C. The time clock in the Alarm Office will be used as the official time recording device for all entries that are to be recorded in the Station Journal and Radio Log.

14.03 PROCEDURE

- A. Midnight shall be written as 2400.
- B. One minute after midnight is written as 0001.

GUAM FIRE DEPARTMENT

Organization	
Chapter:	IV - General Administration
Subject:	Residency Policy
Code:	1-IV-15
Revised:	Draft

15.01 PURPOSE

- A. To establish and inform all members of the department's residency policy.
- B. To establish the means for keeping the Fire Department informed as to its members' phone numbers and addresses for recall purposes.

15.02 POLICY

- A. There are no restrictions as to where any member of the Fire Department may establish residence.
- B. The Fire Department shall be kept informed of each member's current address and phone number. Any changes in address and/or phone number shall be reported to the department within twenty-four (24) hours.
- C. Fire Department members are required to maintain a telephone at their place of residence, and the department shall be kept informed of the member's current phone number.
- D. All Fire Department members are subject to recall for emergencies and to cover for sickness or other absences regardless of location of residence.

GUAM FIRE DEPARTMENT

ORGANIZATION	
Chapter:	IV - General Administration
Subject:	Common Mess
Code:	1-IV-16
Revised:	Draft

16.01 PURPOSE

To establish and to inform members of the departmental policy concerning the common mess.

16.02 POLICY

- A. Fire Department members assigned to twenty-four (24) hour shift duty are not required to participate in common mess.
- B. Members assigned to twenty-four (24) hour shifts may not leave the station to eat. Regardless of whether the member participates in common mess, meals must be eaten on the premises. Exception: Chief Officers.
- C. Members to effect a mutual agreement as to the cooking, menu, eating arrangements, and the common fund for the work shift shall exert a cooperative effort.
- D. Some type of work rotation for kitchen clean up will be agreed upon by the members. Members are responsible for the kitchen clean up regardless of whether or not the member participates in common mess.
- E. Fire Department members who are out on official business during mealtime may eat that meal off the premises, if they so choose.

GUAM FIRE DEPARTMENT

ORGANIZATION	
Chapter:	IV - General Administration
Subject:	Public Information Releases
Code:	1-IV-17
Revised:	Draft

17.01 PURPOSE

To establish the Fire Department policy concerning release of information to the public.

17.02 POLICY

- A. All members shall exhibit an attitude of helpfulness and concern toward interested persons making inquiries into Fire Department or Government activities.
- B. All members who receive media inquiries as to the activities of the Fire Department or Government shall refer these inquiries to the Fire Scene Officer-in-Charge, Senior Fire Officer, the Public Information Officer, or the Fire Chief. Discretion and good judgment shall be used when answering such inquiries, taking into consideration the necessity for release of such information and the need of the Department and/or the Government.
- C. During emergency operations, the Incident Commander (IC) or (if position has been activated) the Public Information Officer (PIO) will answer questions and issue statements concerning the incident to the news media. Other members at the scene who receive questions and inquiries concerning the incident shall direct those interested persons to either the IC or (if activated) the PIO.
- D. Members who receive inquiries, which seem to be controversial or of a sensitive nature regarding the activities of the Fire Department or the Government shall refer those interested persons to their direct supervisor.
- E. Officers and who have had questions directed to them shall endeavor to answer those questions with factual information only. If the correct answer to a question is unknown, the said officer shall endeavor to either obtain the correct answer or direct the interested party to someone who can provide the proper information.
- F. The Fire Chief shall be notified through channels of any controversial inquiries or complaints concerning Fire Department activities.

GUAM FIRE DEPARTMENT

ORGANIZATION	
Chapter:	IV - General Administration
Subject:	Communications and Notifications
Code:	1-IV-18
Revised:	Draft

18.01 PURPOSE

To establish guidelines for the smooth flow of notifications and communications.

18.02 POLICY

Proper day-to-day notification of key personnel shall be made in accordance with the guidelines established within this policy.

18.03 SCOPE

- A. Transitory day-to-day communications and notifications are the main focus of this policy.
- B. Communications or notifications, which establish departmental policy, shall be handled according to those procedures listed in Section 1-I-3.

18.04 INABILITY TO REPORT FOR WORK

- A. When Fire Department members are unable to report for duty, they shall notify the Officer-In-Charge at their assigned Station no later than thirty (30) minutes prior to the time that the shift change is scheduled.
- B. The Officer-In-Charge will log the information and time of the call.

18.05 SPRINKLER SYSTEM NOTIFICATION

- A. The Fire Alarm office, when notified of a sprinkler system, which is out of service, will log said information and notify the appropriate District Commander.
- B. Once the sprinkler system is back in service and the Fire Alarm Office has been notified of this fact, the Dispatcher shall log this information and notify the appropriate District Commander.

18.06 PUBLIC WORKS NOTIFICATION

The Dispatcher will log the various communications from the Department of Public Works (example: street closures, out of service hydrants, etc.) and will announce said communications over the radio system.

18.07 FIRE INVESTIGATOR

Request for a Fire Investigator shall be made as needed through the Fire Alarm Office.

18.08 EQUIPMENT

When fire equipment is out of service, the Dispatcher will log this information and announce it over the department radio system. The same shall be done when the equipment returns to service.

18.09 DISPATCH PROBLEMS

- A. If any problems arise concerning dispatch procedures, Fire Department members shall notify their respective Officer in Charge to report the discrepancies.
- B. If problems arise and the Communications Officer is unavailable, Fire Department members shall notify the on-duty District Commander.
- C. The District Commander shall assess the severity of any communications problem that is brought to his/her attention, and shall resolve the matter accordingly.

GUAM FIRE DEPARTMENT

ORGANIZATION	
Chapter:	IV - General Administration
Subject:	Training Policy
Code:	1-IV-19
Revised:	Draft

19.01 PURPOSE

- A. To provide a continuous and progressive training program which will enable Fire Department personnel to provide the highest possible level of service to the community.
- B. To facilitate the acquisition and development of knowledge and skills necessary for Fire Department personnel to professionally fulfill their duty to the public.
- C. To provide continuous reinforcement and monitoring of the necessary skill and knowledge levels of Fire Department personnel.

19.02 POLICY

- A. The Fire Department shall provide a regular and continuous standardized training program to its members.
- B. The Fire Department shall provide standardized training references and materials made available for the use of its members in conjunction with the Fire Department training program.
- C. All Fire Department members shall participate in the Fire Department training program relative to their position and classification within the Department.

19.03 OBJECTIVE

- A. To provide policy relative to the Fire Department training program.
- B. To list the responsibilities of the various levels of the Fire Department relative to training.
- C. To list the minimum training program requirements in terms of required training hours per month.

19.04 AUTHORITY AND RESPONSIBILITY

- A. The authority and responsibility for the adoption and approval of various training requirements shall be vested in the Fire Chief.
- B. The Deputy Fire Chief, in collaboration with the Division Commanders, shall be responsible for:
 - 1. Evaluation of training program content.
 - 2. Evaluate continuity of training between shifts.
 - 3. Development of yearly training schedule.
 - 4. Continuity of training between Government of Guam Fire Department and other agencies.
 - 5. Work in close conjunction with the District Commanders in matters relating to training.
 - 6. Scheduling recruit training.
 - 7. Providing all necessary support and assistance to the Battalion Chiefs relative to training matters.

8. Arranging for and scheduling special training sessions.
- C. District Commanders are responsible for the following:
 1. Evaluate the training needs of their respective personnel.
 2. Coordinate with the respective company officers under their supervision relative to training needs and requirements.
 3. Coordinate with the Platoon Training Officer in matters related to training.
 4. Provide overall management and guidance to their respective platoons in matters relating to training.
- D. Company Officers are responsible for the following:
 1. Monitoring training needs of their respective personnel and other personnel who may be assigned to their company.
 2. Coordinating with their respective Platoon Training Officer in matters relating to training.
 3. Scheduling routine monthly training sessions and drills for their respective company.
 4. Conducting and/or assigning routine training sessions and drills for their respective company.
- E. All Fire Department members are responsible for participating in Fire Department training activities and for maintaining personal and professional competence their respective classification and position within the department.

19.05 TRAINING RECORDS AND CODES

- A. Training records shall be processed and maintained in accordance with
- B. The various training subjects shall receive an alphabetical code for the purposes of record keeping.

19.06 AREAS OF TRAINING AND REQUIREMENTS

The following section identifies the minimum required amounts of training time for the various general training program areas:

- A. A minimum of twenty (10) hours of training is required per person per month.
- B. The training program will consist of the following areas:
 1. Firefighter I, II
 - a. NFPA Standard 1001, 1002
 - b. Fire Dispatcher training
 2. In-Service Training
 - a. In-service classes.
 - b. Streets and hydrants.
 3. Company Training
 - a. Company classes.
 - b. Evolution drills.
 - c. Drivers training.
 4. Outside Training
 - a. College level training.
 - b. Non-departmental training

GUAM FIRE DEPARTMENT

ORGANIZATION	
Chapter:	IV - General Administration
Subject:	Minimum Staffing Policy
Code:	1-IV-20
Revised:	Draft

20.01 PURPOSE

To provide a policy establishing the minimum level of on-duty staffing for the purpose of responding to alarms and carrying out other fire suppression duties.

20.02 POLICY

- A. The minimum number of on-duty personnel shall be per-shift:
 - 1. District Commander: (1) Assistant Chief or (1) Battalion Chief.
 - 2. Engine company: (1) officer in charge; (1) operator/driver; (3) firefighters.
 - 3. High-rise company: (1) officer in charge; (1) operator/driver; (2) firefighters.
 - 4. Rescue company: (1) officer in charge; (4) firefighters/diver.
 - 5. Ambulance unit: (2) firefighters.
 - 6. HazMat company: (1) officer in charge; (4) HazMat technicians.
 - 7. Alarm office:
 - a. Communications Center Officer in Charge: (1) Captain.
 - b. E-911 Call takers: (1) Supervisor, (3) Call Takers.
 - c. Fire Dispatch: (1) Fire Specialist or Fire Fighter II, (5) Firefighters.
 - d. Communications Support: (3) Civilian Technicians or Firefighters.
 - 8. Advanced Life Support (ALS): (2) firefighters – EMT Intermediate certified.
 - 9. Fire Prevention: (2) Captains : (2) Specialist.

20.03 AUTHORITY

- A. It shall be the duty of the officer in charge at each station to promptly notify the District Commander in the event that the minimum number of personnel fails to report for duty.
- B. Any time it is necessary to meet the minimum staffing requirements, the District Commander may:
 - 1. Reschedule regular days off.
 - 2. Recall off duty personnel with the approval of the Fire Chief through proper channels.
- C. The authority also applies in the event of sickness, other approved emergency absences, or removal from duty for disciplinary reasons.

20.04 RESPONSIBILITY

- A. It shall be the responsibility of the Officer-In- Charge at each Station to insure, before leaving a tour of duty, that the minimum number of members are present for duty on the following shift.
- B. The Deputy Fire Chief has overall responsibility for insuring that departmental policy is followed concerning minimum staffing levels of the on-duty suppression forces.

- C. The Officers-In-Charge are responsible for scheduling and assignment of on-duty personnel.

20.05 MISCELLANEOUS

- A. For any reason any problem arises, the Officer-In-Charge of each station shall immediately notify the District Commander.
- B. An exception to the minimum staffing standards can be made for such purposes as:
 - 1. Emergency at home or sickness involving a member of their family.
 - 2. One member from each station will be allowed to pick up groceries.
 - 3. District Commanders may use discretion when staffing falls below minimum standard only during shift changeover period.
- C. Any member leaving duty shall be recorded in the station journal.

GUAM FIRE DEPARTMENT

ORGANIZATION	
Chapter:	IV - General Administration
Subject:	Rotation of Recalled Personnel
Code:	1-IV-21
Revised:	Draft

21.01 PURPOSE

- A. To establish guidelines relative to the maintenance of an extra-duty roster of shift personnel.
- B. To insure the continuity of recall practices and to insure that all personnel are given the same consideration when being recalled for minimum staffing purposes and extraordinary duties.

21.02 POLICY

- A. This policy shall apply when it becomes necessary for on-duty fire personnel to remain on duty for another tour of duty, or part thereof, for the purpose of minimum staffing.
- B. This policy shall apply when it becomes necessary for recall of off-duty fire personnel to report for a tour of duty, or part thereof, for the purpose of minimum staffing.
- C. A list of personnel by platoon and seniority to include assigned stations will be maintained by the Fire Alarm office and each District Commander.
- D. Each platoon's roster will be maintained by the Fire Alarm office and each District Commander in a secure location. Upon request, the roster will be made available for review by any member of the department.
- E. It will be the responsibility of the individual recalled for minimum staffing purposes under the provisions of this Manual to notify their District Commander or Officer-In-Charge of the period worked so that relative information can be posted on the extra duty roster.
- F. When an individual is transferred to another platoon, all pertinent information relative to extra duty periods worked by that individual will be forwarded to the District Commander of the platoon to which the individual is being reassigned.
- G. Credit for working extra duty as established within this policy is not transferable to another individual.
- H. Any time it becomes necessary to call off-duty personnel back for duty and there is an officer in the District Commander's office, it shall be the responsibility of that officer to make the call back(s). If there is no officer present, the call back(s) shall be made by the Dispatcher.

21.03 PROCEDURE

- A. When additional fire personnel are required to work, the District Commander shall refer to the extra duty roster.
- B. The Fire Fighter who is to work shall be determined from the extra duty roster by:
 - 1. Individual with least seniority.
 - 2. Least number of times worked.

3. Oldest date last worked.
- C. The individual fulfilling the above formula most accurately shall be afforded the opportunity to work.
- D. When an additional Fire Fighter is required to work overtime, the selection process will be as follows:
 1. The individual scheduled for duty shall be asked to work, and if the individual agrees to work, then that counts as that members turn.
 2. If the scheduled individual prefers to pass, then the individual may get someone to volunteer in his or her place.
 3. If no one volunteers, then the individual scheduled for duty shall be required to work.
- E. If the individual scheduled is not qualified to perform the job task at hand, the next individual on the list that can perform the shall be selected; however, the individual passed over shall still remain at the top of the list.

21.04 REPLACEMENTS

The individual scheduled may get someone else to work his or her tour, or any part thereof, provided the replacement can perform the same job.

21.05 STAFFING FOR SPECIAL EVENTS

- A. A special event shall be considered an activity of any company other than an emergency response. These activities shall include, but not limited to, fire prevention, demonstrations, public education, standbys, etc.
- B. The procedure for recalling personnel to cover special events shall be as follows: If it is necessary to recall back personnel to cover staffing for a special event, the Officer-In-Charge shall start at the top of their respective Extra Duty List and recall back the number of people necessary to cover the event. Personnel shall be recalled in order from the Extra Duty List.

21.06 DEFINITIONS

Tour of duty: Starting and ending time as determined at the time of reporting to and securing from duty.

Minimum staffing: The number of personnel necessary for an emergency response of department apparatus.

GUAM FIRE DEPARTMENT

ORGANIZATION	
Chapter:	IV - General Administration
Subject:	Rotation Policy
Code:	1-IV-22
Revised:	Draft

22.01 PURPOSE

To establish guidelines for the rotation of members of the Operations Division, to new assignments.

22.02 POLICY

- A. The rotation of personnel shall be in conformance with established procedures.
- B. The Fire Department shall ensure that rotation of personnel is followed in accordance with the scheduling of the established policy.
- C. A listing of all members shall be established based on rank and certification of skills.
- D. Rotation of personnel shall be conducted in an equitable manner.
 - 1. A lottery shall be conducted for assignment to specialized units based on eligibility listing.
 - 2. Once all positions have been filled for these units, remaining personnel on the eligibility listing will be combined with the general listing in a lottery for Suppression and Medic Units.
- E. No member shall be permitted to remain at the same station and platoon, for more than twenty-seven months.
 - 1. Acceptable
 - a. Station 1, Platoon A to Station 1, Platoon B.
 - 2. Unacceptable
 - a. Station 1, Platoon A to Station 1, Platoon A.
- F. If a situation arises that requires a member(s) being reassigned before the scheduled rotation date the Fire Chief may use his discretion in the reassignment of personnel.

22.03 PROCEDURE

- A. Members meeting certification criteria for assignment to specialized units will be drawn first.
 - 1. Advanced Life Support
 - a. One member shall be drawn at a time, one for each platoon, starting with Platoon "A".
 - b. Order of assignment shall begin with ALS-1 and then ALS-2 etc., alternating until all assignments are filled.
 - 2. Search and Rescue Units
 - a. One member shall be drawn at a time, one for each platoon, starting with platoon "A".
 - b. Order of assignment shall begin with Rescue 1, Rescue 2, and then Rescue 3.

- B. One member shall be drawn at a time for each station, one per platoon. Order of station assignments shall be as follow;
 - 1. Station One
 - 2. Station Five
 - 3. Station Two
 - 4. Station Six
 - 5. Station Three
 - 6. Station Seven
 - 7. Station Four
 - 8. Station Eight
 - 9. Station Ten
 - 10. Station Nine
 - 11. Station Twelve
 - 12. Station Eleven
 - 13. Communication Center (Fire Dispatch)
- C. Rotation of members shall be conducted once every nine months, starting with Firefighter I, then Firefighter II and Fire Service Specialist, and ending with Fire Captains.
- D. An announcement shall be made one week prior to the lottery for off-duty personnel to observe the procedure.

GUAM FIRE DEPARTMENT

ORGANIZATION	
Chapter:	IV - General Administration
Subject:	Department Staff Meetings
Code:	1-IV-23
Revised:	Draft

23.01 PURPOSE

To facilitate the efficiency and effectiveness of Fire Department staff and shift meetings by establishing guidelines for the meeting.

23.02 POLICY

- A. The scheduling of Fire Department staff and shift meetings shall be determined by the Fire Chief and Deputy Fire Chief.
- B. There shall be a minimum of two (2) departmental meetings held per year with each shift
- C. Staff meetings shall be called as needed.

GUAM FIRE DEPARTMENT

ORGANIZATION	
Chapter:	IV - General Administration
Subject:	Use Of Government Vehicles
Code:	1-IV-24
Revised:	Draft

24.01 PURPOSE

To provide policy and guidelines for the proper and authorized use of Government vehicles.

24.02 POLICY

- A. Government vehicles are authorized for Government business only.
- B. Government vehicles are not to be utilized for personal errands or business, etc.
- C. Government vehicles involved in accidents while being used for personal business or errands, etc., shall not be considered covered by Government liability insurance. The driver of said vehicle shall be held responsible for property damage and bodily injury claims.
- D. After personnel have reported for duty and then are required to pull duty at other than their normal duty station, may (if available) be transported via a department light vehicle.

GUAM FIRE DEPARTMENT

ORGANIZATION	
Chapter:	IV - General Administration
Subject:	Station Parking
Code:	1-IV-25
Revised:	Draft

25.01 PURPOSE

To provide policy and guidelines for the station parking facilities.

25.02 POLICY

- A. No privately owned vehicle is permitted to park in stalls or access ways assigned to emergency apparatus.
- B. Designated parking areas shall be established for visitors.
- C. No privately owned vehicle belonging to off-duty personnel is allowed to be parked on Fire Department grounds, without the approval of the Officer-in-Charge.

GUAM FIRE DEPARTMENT

ORGANIZATION	
Chapter:	IV - General Administration
Subject:	Fire Chief's Secretary Office Policy
Code:	1-IV-26
Revised:	Draft

26.01 PURPOSE

To establish policy and guidelines for the operation of the Fire Chief's Secretary's office.

26.02 POLICY

- A. The Fire Chief's Secretary's office shall remain locked after business hours (5:00 p.m.) and on holidays and weekends.
- B. Fire Chief's secretary is responsible to ensure that the fire chief has adequate office supplies.
- C. The mailboxes in the Fire Chief's Secretary's office shall be used for intra-departmental communications.
 - a. All personnel shall have access to the mailboxes for the purpose of passing along information.
 - b. Only Chief Officers, Staff Officers, and Officers-In-Charge may remove mail and/or other communications left in the boxes.
 - c. District Commanders shall be responsible for the distribution of the contents of their mailbox daily.
- D. The copying machine shall remain unlocked for the convenience of each shift.
 - a. Once authorized to use the copy machine by the Fire Chief's Secretary, any individual may use the machine.
 - b. The Fire Chief's Secretary shall be promptly notified of any problems with the copying machine.
- E. All incoming correspondence, facsimiles, and mail shall be received by the Fire Chief's Secretary and will then be disseminated properly.
- F. Off-island leave forms and memorandums shall go through proper channels and then to the Fire Chief's Office for final clearance and disposition.
- G. Personnel Performance Evaluations shall get clearance from the Personnel Officer prior to getting the Fire Chief's signature on document. Once the Fire Chief signs the document it will then be forwarded to the Personnel Office for their disposition.
- H. The Fire Chief's Secretary will schedule appointments and maintain a calendar of events for the Fire Chief. The Fire Chief's Secretary shall ensure that the Fire Chief is informed of all his appointments.
- I. All visitors shall be cleared the Fire Chief's Secretary prior to meeting with the Fire Chief.
- J. The Fire Chief's Secretary will maintain all records, correspondence, and files for the Fire Chief.
- K. All information obtained and received within the Fire Chief's Office shall be kept confidential. No person shall be allowed to view files without the permission of the Fire Chief.

- L. The Fire Chief's Secretary will assist the Safety and Internal Affairs Offices with secretarial duties.
- M. The Fire Chief's Secretary will assist other section with secretarial duties in the absence of the section's secretary.
- N. Personnel and Special Memorandum numbers shall be assigned by the Fire Chief's Secretary.
- O. The Fire Chief's Secretary is responsible for reporting needed repairs and/or supplies for facsimile machine, copier machine, computer, and printer with the department.
- P. The Fire Chief's responsible for scheduling and maintaining the cleanliness of the conference room.
- Q. The Fire Chief's Secretary shall prepare and disseminate funeral announcements as needed.
- R. The Fire Chief's office shall remain locked after 1700 hours on weekdays and at all times on holidays and weekends.
- S. The phones in the Fire Chief's Secretary's office are not for general use but for the Secretary's business use only.

26.03 PROCEDURE

- A. All telephone calls received for the Fire Chief shall be transferred to the Fire Chief's Secretary
- B. In the absence of the Fire Chief's Secretary, personnel shall properly screen the telephone calls before transferring call to the Fire Chief. The Following information shall be obtained before transferring said call;
 - 1. Name of the individual calling
 - 2. The office the individual is calling from.
 - 3. The nature of the call.
- C. Should the Fire Chief be unable to entertain the call, messages shall be taken and forwarded to the Fire Chief Secretary or the Fire Chief once available.

GUAM FIRE DEPARTMENT

ORGANIZATION	
Chapter:	IV - General Administration
Subject:	Fire Alarm Office Policy
Code:	1-IV-27
Revised:	Draft

27.01 PURPOSE

To establish rules and regulations relative to the operation of the Fire Alarm Office.

27.02 POLICY

- A. Fire Alarm Office shall be also known as Fire Dispatch
- B. There shall not be more than three (3) persons in the Fire Alarm Office at any one time, with the following exceptions, in which case these individuals will not be counted as one of the three.
 - 1. Chief Officers.
 - 2. Communications Officer.
 - 3. Officer-In-Charge on duty.
- C. The Fire Alarm Office is classified as a restricted area and will not be open to all personnel.
- D. The following personnel will have free access to the Fire Alarm Office at all times.
 - 1. Chief Officers.
 - 2. Communications Officer.
 - 3. Officer-In-Charge on duty.
 - 4. Dispatcher on duty.
 - 5. Fire Captains on duty, if assisting one or more of the above.
 - 6. Any officer connected with the operation of the center.
- E. Other department personnel may be allowed access if they are:
 - 1. Dispatching.
 - 2. Assisting the on-duty Dispatcher.
 - 3. In training.
 - 4. Showing interested parties through the office.
 - 5. On watch.
 - 6. Assigned for any reason by a Chief Officer, the on-duty Officer-In-Charge, or the Communications Officer.
- F. All visitors to the Fire Alarm Office must be escorted by a member of the department.
- G. The Fire Alarm Office television will be operated under the following regulations.
 - 1. Volume will be turned low.
 - 2. Volume will be turned off during radio transmissions.
 - 3. Will be turned off when groups are touring the station.
 - 4. Television will not be permitted between 0800 and 1700 hours, Monday through Friday, unless The Weather Channel is being monitored. There are no time restrictions for weekends and holidays.
 - a. The above also applies to commercial radios.

- b. Exception: Restrictions may be lifted to view fire educational videos when approved by the Personnel Support Officer or the Officer-In-Charge.

H. There shall be no:

- 1. Eating or drinking utensils allowed on the console.
- 2. Food or beverages allowed on the console.
- 3. Newspaper, magazines, etc., left lying on the console or around the Fire Alarm Office.

GUAM FIRE DEPARTMENT

ORGANIZATION	
Chapter:	IV - General Administration
Subject:	District Commander's Office Policy
Code:	1-IV-28
Revised:	Draft

28.01 PURPOSE

To establish rules and regulations relative to the security of the District Commander's Office.

28.02 POLICY

- A. The District Commander's Office shall not be used as a personnel lounge, but for station business only.
- B. Use of the phone in this office shall not be permitted for personal reasons unless approved by the District Commander.
- C. This Office shall be maintained and cleaned on a daily basis.

GUAM FIRE DEPARTMENT

ORGANIZATION	
Chapter:	IV - General Administration
Subject:	Maintenance Shop Policy
Code:	1-IV-29
Revised:	Draft

29.01 PURPOSE

To establish rules and regulations relative to the security and operation of the maintenance shop area.

29.02 POLICY

- A. The maintenance shop will be unlocked between the hours of 0800 and 1700 hours on the days that the Fire Department Mechanic is on duty. At all other times, the shop will be kept locked.
- B. The “gated” area of the maintenance shop will be unlocked between the hours of 0800 and 1700 on the days the Fire Department Mechanic is on duty. At all other times, this area will be kept locked.
- C. If access to the shop is needed after hours or when the Fire Department Mechanic is not on duty, then the Mechanic Supervisor shall be contacted via the Fire Alarm Office.
- D. The shop bay shall be kept clean and orderly at all times.
- E. The Maintenance Office/Repair Shop shall not be used for purposes other than record keeping and maintenance/repair work on Fire Department Apparatus’ and equipment.

GUAM FIRE DEPARTMENT

ORGANIZATION	
Chapter:	IV - General Administration
Subject:	Security Of Fire Stations
Code:	1-IV-30
Revised:	Draft

30.01 PURPOSE

To establish guidelines relative to the general security of Fire Department Stations.

30.02 POLICY

- A. The general security of the Station shall be the responsibility of the on-duty Officer-In-Charge and shall be carried out by his/her designee.
- B. Whenever a company leaves quarters, whether for emergencies or any other reason, all doors shall be closed and locked. Front and/or rear doors shall also be closed whenever the company is engaged in training, maintenance, meal times, or other station activities where security of the apparatus floor, offices and dormitory cannot be maintained.
- C. At all times the keys to all department vehicles parked outside shall be brought in and said vehicles shall be secured.

GUAM FIRE DEPARTMENT

ORGANIZATION	
Chapter:	I - Manual of Operations
Subject:	Civilian Dress And Grooming Standards
Code:	1-IV-31
Revised:	Draft

31.01PURPOSE

To establish Dress and Grooming Standards for all civilian personnel.

31.02 POLICY:

- A. It shall be the policy of the Guam Fire Department that all personnel maintain a high standard of attire, grooming, and personal appearance.
- B. All members shall conform, as a condition of employment, to good taste and discretion in selecting and wearing prescribed attire.
- C. All personnel shall wear clothing appropriate for work being performed.
- D. Offensive attires are not acceptable in a professional work environment.

31.03 RESPONSIBILITY

Responsibility for conformance and compliance to proper dress and grooming standards rests with the employee and immediate supervisor.

31.04 DRESS AND GROOMING STANDARDS

- A. All civilians shall report to work neatly dressed in a conservative and tasteful ensemble. Clothes shall be clean and neatly pressed. Shoes shall be of dress or business wear type.
- B. All clothing shall be neatly tailored, laundered and pressed.
- C. All clothing shall be maintained in good condition.
- D. All personnel are expected to present a clean, neat and conservative appearance.
- E. Grooming:
 - 1. Male employees:
 - a. Facial hair if worn shall be clean and presentable.
 - b. Hair on head shall be clean and neatly combed.
 - c. Hair dyes, tints, and bleaches may be used to enhance or compliment your natural hair color, and must be presented in a professional image.
 - d. Jewelry should be worn in moderation, so as not to pose a safety hazard.
 - e. Tattoos that are added to visible areas of an individual after employment shall not be sexually explicit, immoral, or express radical social statements. If you are unsure of the acceptability of a potential

tattoo check with your immediate supervisor for a review in regards to image prior to the permanent artwork.

2. Female Employee:

- a. The use of facial make-up, mascara, eyebrow pencil color or other cosmetics is allowable but must be applied in moderate amounts and in good taste.
- b. Tattoos that are added to visible areas of and individual after employment shall not be sexually explicit, immoral, or express radical social statements. If you are unsure of the acceptability of a potential tattoo check with your immediate supervisor for a review in regard to image prior to the permanent art work.

F. Hygiene and Body grooming:

1. All personnel are expected to maintain good daily hygiene.
2. Fingernails shall be clean and neatly trimmed so as not to interfere with the performance of assignment, duty, detract from professional image or present a safety hazard.

G. Use of attire:

1. While on duty, members shall be in proper attire at all times
2. All members shall be responsible for the condition of their clothing and personal appearance. Immediate supervisors shall ensure that daily inspection of personnel under their supervision conducted at the start of each work shift for compliance to clothing standards.
3. Disagreements or grievances as to individual applicability of conformance to this policy shall be handled through the grievance procedures of the Department of Administration Rules and Regulations.

31.05 PENALTY FOR VIOLATION

- A. Whenever a GFD employee is found to be in violation of any of the provision or requirements of this Order, the immediate supervisor shall take appropriate corrective or disciplinary actions.
- B. Disciplinary action will be taken against supervisors for failure to enforce this Order.

GUAM FIRE DEPARTMENT

ORGANIZATION	
Chapter:	IV - General Administration
Subject:	Offices, Lockers, and Desks Privacy Policy
Code:	1-IV-32
Revised:	Draft

32.01 PURPOSE

To establish guidelines and procedures relative to the general use and inspection of lockers, offices and desks to insure their cleanliness and proper maintenance.

32.02 POLICY

- A. All lockers, offices and desks on Fire Department premises are subject to inspections.
- B. All lockers, offices and desks, shall not be used to store prohibited items or to further activities prohibited by the department.
- C. All lockers, offices and desks issued or obtained by any member shall be inspected at least twice each year, or whenever deemed necessary by the Fire Chief or Deputy Fire Chief.
- D. Inspections shall be conducted in conjunction with uniform and protective clothing inspections.
- E. Cleanliness and proper maintenance of assigned lockers, offices and desks shall be the basic criteria of the inspections.

32.03 RESPONSIBILITY

- A. All personnel are responsible for the cleanliness and proper maintenance of their lockers, offices and desks.
- B. District Commanders shall be responsible for making the inspections and shall report their inspection results in writing to the Deputy Fire Chief within five (5) days after the completion of said inspections.

GUAM FIRE DEPARTMENT

ORGANIZATION	
Chapter:	IV - General Administration
Subject:	Evolution Policy
Code:	1-IV-33
Revised:	Draft

33.01 PURPOSE

The purpose of the scheduled company evolution drills is to establish departmental standards in fire ground operations.

33.02 POLICY

- A. Evolutions shall be scheduled and completed by each shift.
- B. Fire Captains shall schedule the evolutions and oversee the results so as to identify company and/or individual deficiencies.
- C. Fire Captains will address deficient procedures and establish shift/company training to correct deficiencies.
- D. All personnel will abide by the procedures as outlined regarding evolution drills.

33.03 RESPONSIBILITY

- A. It will be the responsibility of the Officer-in-Charge and the Training Officer to insure that these evolution drills are run as scheduled. It will also be the responsibility of each Officer-in-Charge and the Training Officer to see that the personnel under him are aware of and familiar with all of these evolution drills.
- B. The Fire Suppression Captains will review all the evolution procedures with their personnel to insure understanding of the purpose and the procedures by everyone.

33.04 PROCEDURE

- A. Each suppression company, on each shift, has a minimum of eight (8) single company, four (4) multi-company, and two (2) night evolution drills of three (3) hours each, scheduled during each calendar year, 1 January through 31 December.
- B. After a period of time, it is expected that all personnel in the Suppression Division be capable of performing these evolutions satisfactorily.
- C. A copy of the completed evolution performance evaluation form will be forwarded to the Personnel Support Division on each evolution run.
- D. From time to time, the Personnel Support Division will conduct timed evolution spot checks and send the Suppression Captain a copy the drill evolution.
- E. From time to time, the Personnel Support Division will conduct individual skills evolutions to evaluate skill levels and to evaluate the training program.

33.05 TIME STANDARDS AND DRILL TERMINATIONS

- A. Standard times will be developed for each evolution from the evolution drills. Once these times have been established, each company will be expected to perform the evolutions within the standard time developed for each evolution. Companies that cannot perform the standard evolutions within the established time limit will be re-tested at a later date.

Exception: During the months that the Platoon Training personnel conduct evolutions, and there is a logical and acceptable reason for a drill going overtime, an explanation on the evolution evaluation is sufficient.

Example: New apparatus operator.

- B. More than three (3) errors committed in an evolution drill may cause termination of that drill and re-tested at a later date.
- C. Deviation from accepted safety practices may cause termination of that particular drill and re-tested at a later date.

33.06 EVOLUTION REVIEW AND UPDATING

All evolution drills will be documented. The complete standard and documented drill reports will be reviewed and evaluated yearly by the Training Officer and the District Commander, standards will be upgraded if necessary.

33.07 DEVELOPMENT OF COMPANY STANDARDS FOR OPERATION

- A. Standard times will be developed for individual companies in certain task performance areas listed below:
 - 1. Ground ladder raises - Carries and raises covered in IFSTA manuals for Engine Companies.
 - 2. Donning of SCBA - Pre-mounted (buddy-seats) and unmounted (out of box) and arming of PASS units for all personnel.
 - 3. Rescue operations with Stokes Litter Basket for Engine Company Personnel
 - 4. Setting up for master stream operations for Engine Company Personnel.
 - 5. Advancement of hose line through upper floor window via ladder for all Personnel.
 - 6. Setting up for deluge set operations in street for Engine Company Personnel.
 - 7. Setting up for foam application operations for Engine Company Personnel
- B. Self-contained breathing apparatus will be worn by all company personnel with the exception of the apparatus operators while performing drill evolutions for company standards. Personnel working in simulated adverse environments will use SCBA's.
- C. Engine Operators will exhibit good safety practices and pump all discharge lines at correct pressures.
- D. Aerial Operators will exhibit good safety practices and will operate aerial ladder within safety limitations as set by manufacturer.
- E. All other company personnel will perform necessary tasks referenced in evolutions exhibiting good safety practices.
- F. All companies are reminded that the purpose of these evolutions drills is to ensure that company operations, on the fire ground, are performed with a maximum degree of proficiency and not to develop competition or an on-going rivalry between shifts or companies.
- G. Only companies involved in the evolution are to be in the assigned training area during evolution drills. The hazing of companies performing evolution drills will not be permitted or tolerated.
- H. The on-duty Officer-In-Charge, shift training officer, Departmental Staff, and all Chief Officers are excluded from compliance with the previous statement.

33.08 DEPARTMENTAL POLICY FOR COMPANY EVOLUTION DRILL TRAINING

- A. Each company will hold eight (8), three (3) hour single company drills per year, as scheduled at approved site.
- B. Each company will hold four (4), three (3) hour multiple company drills per year, as scheduled, at approved site.
- C. Each company will hold two (2), three (3) hour night drills per year, during the hours of darkness, as scheduled, at approved site.
- D. All company personnel, with the exception of Apparatus Operators, will wear full turn-out gear, including SCBA's, during the performance of evolution drills. Apparatus Operators will wear full turnout gear with the exception of SCBA, except on EMS and Hazardous Materials related evolutions. All Company personnel entering fire area (building) will use SCBA's as they would normally do when either attacking a fire or performing search and rescue procedures in an adverse environment.
- E. Good and sound safety practices are to be used in all drills. Accidents occurring during company drill evolutions are to be followed up with a written report to the District Commander as to why the accident occurred, personnel injured in the accident, and what caused the accident. Unsafe practices noted during timed evolution drills conducted by the Officer in Charge may cause immediate termination of the drill and re-scheduling at a later date.
- F. Drill Explanation - Evolution drills will consist of practical hands on training in:
 - 1. The pulling of pre-connected hose lines.
 - 2. The advancement of hose attack lines on live and simulated fires.
 - 3. The different raises and carries of all ground ladders.
 - 4. The use of small tools and forcible entry tools.
 - 5. The climbing of ladders, both ground and aerial.
 - 6. The utilization of foam equipment.
 - 7. Apparatus practices, both pumper and aerial.
 - 8. The setting up and use of master stream appliances.
 - 9. The standard rappelling procedure.
 - 10. The standard rescue procedures using Stokes litter, ladders, rappelling, trenching, confined space techniques, etc.
 - 11. The use of portable lighting equipment and generators.
 - 12. The standard water supply operations, relaying water.
 - 13. The pumper operations both at the hydrant and at draft.
 - 14. The laying of hose lines for water supply.
 - 15. The use of the K-12 Power Saw and Chain Saw.
 - 16. The operational utilization of Ventilation 1 and positive pressure ventilation techniques.

GUAM FIRE DEPARTMENT

ORGANIZATION	
Chapter:	IV – General Administration
Subject:	Radio Communication Procedures
Code:	1-IV-34
Revised:	Draft

34.01 PURPOSE

To establish guidelines and procedures for the Fire Department's Communications Center that will provide quality emergency/medical dispatching services and ensure the uninterrupted availability of E911 communications to the public and the Guam Fire Department.

34.02 POLICY

- A. The Communications center shall:
1. Maintain and administer the enhanced Guam Emergency 911 Telephone Communications System, which receives notification of emergencies from the public, interrogates and gives pre-arrival instructions.
 2. Be the Central Fire Communications and Dispatch Office which alerts and dispatches department personnel and equipment.
 3. Coordinate the activities of the units engaged in emergency incidents and provide non-emergency communications for coordinating fire department units and activities.
 4. Maintain and repair all department communications equipment.
 5. Maintain and administer the Management Information System that provides technical assistance to the department in collecting, processing and storage of statistical data on personnel, fiscal management, equipment, fire/arson/crime related materials
 6. Assist in the formulation of the department's annual budget including the development of goals and objectives
 7. Plan programs to meet the goals of the Communications Center
 8. Inspect all functions of the Communications Center to assure compliance with departmental orders, procedures, and other regulating authorities.
 9. Develop and maintain policy and response requirements.
- B. The Communications center shall comprise of the following sections:
1. Emergency 911
 2. Fire Dispatch
 3. Communications

34.03 RESPONSIBILITY

- A. The Communications Center Supervisor shall be responsible for:
1. Coordinating and supervising all the day-to-day operations.

2. Submitting monthly reports to keep the Deputy Fire Chief informed of communication status and other matters that affect the overall performance of the Communications Center.
 3. Keeping an accurate and legible shift log of all unit activities, alarms, and functions.
 4. Ensure that any errors corrected on log and report entries are properly initialed.
 5. Maintaining minimum staffing levels.
 6. Enforcing department policies and procedures.
 7. Notifying the Fire Chief, and all others as required, of communication systems failure, medic and other vehicle accidents, and major alarms or problems.
 8. Developing and implementing programs to improve efficiency of the Communications Center.
 9. Monitoring performance of personnel and make corrections of any deficiencies through performance evaluations, discipline, and training.
 10. Performing spot-checks on personnel performance through voice recordings, actual monitoring, or testing to ensure skills proficiency.
 11. Maintaining "Daily Personnel Status Report".
 12. For formulating annual budget for Communications Center
- B. The E911 unit shall be responsible for:
1. Receiving notification of emergencies.
 2. Providing rapid and direct access to law enforcement, fire, medical, rescue and other emergency services.
 3. Receiving, prioritizing, and dispatching emergency medical, rescue, and public safety personnel.
 4. Maintaining logs of calls received.
 5. Inputting on computer all information received relative to calls.
 6. Participating in Tele-communicator Emergency Medical Dispatch training for certification as regulated by the Emergency Medical Services Commission and the Public Utilities Commission.
 7. Interrogating and giving pre-arrival instructions to the public
 8. Maintain a running log all units dispatched during the day.
 9. Coordinating and controlling all telecommunications and participating in all the activities of the dispatch alarm section. Up keep of the Daily Activities logbook as well as the inputting of Fire, Medical, and Rescue alarms into the Dispatch database.
 10. Contacting and notifying the appropriate individuals and entities regarding serious alarm responses as dictated by the departmental guidelines.
- C. The Fire Dispatch unit shall be responsible for:
1. Receiving calls from the 911 section for fire, ambulance, rescue and other emergency assistance provided by the department
 2. Alerting and dispatching the proper number and types of service units (engine companies, medics, rescue, etc.), equipment and personnel needed.
 3. Providing responding units and personnel of additional information or directions when en route to an incident
 4. Coordinating the activities and assigning case numbers of units engaged in emergency and non-emergency incidents.

5. Receiving from the scene of an incident, progress reports or requests for additional assistance
 6. Maintaining geo-file index of all streets, intersections, house numbers, fire hydrant location and other guides to facilitate the rapid and accurate dispatching of emergency units
 7. Providing non-emergency communications for coordinating department units and personnel.
- D. The Communications unit shall be responsible for:
1. Maintaining and issuing all communications equipment.
 2. Conducting daily radio-checks.
 3. Distribution and replacement of all communications equipment at the Communications Center, portables and mobiles, as well as at the base station level.
 4. Coordinating work orders with vendors to ensure that communications repairs are done in an expeditious manner.
 5. All personnel shall use clear and proper voice procedures while using communications mediums.

34.04 PROCEDURE

- A. E911 Call-takers
1. Upon receiving an emergency call, E911 call-takers shall:
 - a. Acquire at a minimum:
 - (1) Location
 - (2) Chief Complaint
 - (3) Callback number(s) of calls channeled through the E911 telephone system.
 - b. Prioritize the call.
 - c. Relay all pertinent information to the responding agency.
 - d. Offer appropriate instructions or guidance.
 - e. Utilize emergency medical cards when relaying emergency medical dispatch instructions to the caller.
 - f. Authenticate all information received to verify level of response and location.
 - g. Inform the action agency dispatcher of any known special hazards or considerations. Note: Special consideration shall be taken to ensure patient confidentiality.
 - h. Initiate the following data entry in to the E911 computer system for each call:
 - (1) Location of alarm
 - (2) Correct telephone number
 - (3) Chief complaint of illness/injury
 - (4) Other pertinent information.
 2. Telephone communication with citizens:
 - a. When entering a conversation via telephone, remember you are the department, callers generally assume you are the **“voice of authority”**
 - b. All incoming calls should be answered as promptly as possible.

- c. Call-Taker should answer by the third ring.
 - d. If extremely busy and in the process of handling a call, put the call on hold to answer other lines.
 - e. Tell the caller that you are going to place them on hold.
 - f. Explain why, if time permits.
 - Note: Failure to advise the caller you are going to put them on hold usually results in their calling back immediately and claiming, **“you hung up on me!”**
3. Answering multiple calls:
- a. Inquire if this is an emergency?
 - b. If response is affirmative handle that call first.
 - c. If response is negative advise the caller that you are going to place them on hold to process another call and will be with them as quickly as possible
 - d. Return to and complete the first call.
 - e. It may be necessary to repeat this process several times before you are able to complete the first call in line.
 - f. A good Call-Taker must develop the ability to handle multiple calls.
4. Call-Taker shall respond to an incoming E911 call in the following manner: **“9-1-1, what is your emergency?”**
5. Call-Taker shall:
- a. Speak distinctly and clearly directly into the mouthpiece.
 - b. Observe telephone courtesy at all times.
 - c. Speak in a calm, competent, decisive tone of voice.
 - d. Display an interest in the caller’s situation.
 - e. Address caller by name or proper gender title.
 - f. Use proper English.
 - g. Attempt to provide the caller with acceptable alternatives in situations in which no departmental action may be initiated.
 - h. Terminate all E911 calls positively and courteously.
 - i. Suggest alternative action
 - j. Assist dispatcher in the inputting of Fire Department alarms into a designated computer with a designed database.
6. Call-taker shall not:
- a. Give legal or medical advise to the caller.
 - b. Use voice inflections indicating boredom, indifference, etc.
 - c. Do the following with telephone handset:
 - (1) Cradle between the neck and shoulder.
 - (2) Lay it on the desk.
 - (3) Hold the mouthpiece above the head, nor any other position, which will make it difficult for the caller to hear you.
 - d. Use jargon or slang.
7. Call-Taker shall familiarize themselves with the Telecommunication Device for the Deaf (T.D.D.) system in the event a speech or hearing impaired person initiates the E911 system:
- a. Call-Taker must be able to differentiate a false phone call (i.e., no response or silence on the handset) from a T.D.D. initiated phone call.

- b. Call-Taker must take the appropriate steps to ensure that all false calls are treated as a T.D.D. call.
- 8. If Call-Taker is in doubt of a situation, he/she will get the attention of his/her supervisor so that they can be assisted in the ongoing situation.
- 9. Call-Taker shall and must be familiar with the **Criteria Based Dispatch Guidelines**:
 - a. Call-Taker must match the level of care with the urgency of the patient's condition (i.e., Priority Level One, Two, or Three).
 - b. Call-Taker should not send a level of response that the patient does not need.
 - c. Call-Taker should not send an emergency response if not warranted, nor should the call be under dispatched.
- B. Call-Taker shall be familiar with the **"All Callers Interrogation Guide Card"** provided at the workstation.
 - 1. These initial questions should be asked as quickly as possible. Additionally, these questions are designed to determine if a cardiac arrest exists.
 - 2. Call-Takers question the caller regarding medical emergencies in the following manner:
 - a. **What is the Problem?**
 - (1) Call-Taker shall acquire the Chief Complaint from the caller and proceed to appropriate Guide Card.
 - (2) Is the Scene Safe?
 - b. **Where is the patient located?**
 - (1) Address: House number and Street Name, Landmark if possible.
 - c. **What is your name** (Optional and if time permits)
 - d. **Is the patient conscious (able to talk)?**
 - (1) If NO: Continue
 - (2) If YES: Determine Age, Sex, Chief Complaint and turn to appropriate Guide Card.
 - e. **Is the patient breathing Normally?**
 - (1) UNCERTAIN: GO and SEE if the chest rises and come back to the phone.
 - (2) If NO: Continue.
 - (3) If YES: Dispatch **Priority 2 Response**-Go Directly to **UNCONSCIOUS/UNRESPONSIVE** Guide Card and dispatch **Priority 1 Response** if necessary.
 - f. **Describe the patient's breathing**
 - (1) If patients' breathing is not described as Agonal respiration, go to **UNCONSCIOUS/UNRESPONSIVE** Guide Card.
 - (2) If patient's breathing is described as **Agonal respiration** (i.e. Wheezing sounds, High Pitch Sounds, and Snoring Sounds) dispatch **Priority 1 Response** and Continue:
 - g. **DO YOU WANT TO DO CPR? I'LL HELP YOU**
 - (1) If NO: I have dispatched help. Stay on the line (Do not put the caller on hold unless necessary)

- (2) If YES: Go to CPR Instructions Guide Card for appropriate age group.
 3. Call-Taker must recognize that it only takes one critical criteria to initiate an emergency response (i.e., Patient Breathing? Patient Conscious?)
 4. Call-Taker shall ask vital point questions. The Vital Points questions are ordered to coincide with the proper dispatch criteria. These questions serve two purposes:
 - a. Assist the Call-Taker in identifying the proper dispatch criteria.
 - b. To gather additional information to be relayed to responding units.
 5. Pre-Arrival instructions should be offered in all cases, except when call volume or workload does not allow.
- B. Fire Dispatchers shall:
1. Receive emergency requests from E911 or other means, and appropriately dispatch necessary fire units.
 - a. This shall be evaluated in the following manner:
 - (1) What is the Emergency Response? (i.e., Sick, Injured Person, Cardiac Arrest, or Type of Fire)
 - (2) What is the Address? (i.e., House Number and Street Name?) Closest landmark to address?
 - (3) Name of Caller or requestor. The telephone number, which they are calling from.
 - (4) Tell caller to have someone wait outside if at all possible.
 - b. Dispatcher shall base his/her decision on the information provided above and dispatch the appropriate and nearest available unit to the scene.
 - (1) Fire and Medic Units shall be dispatched in the following manner:
 - (a) Upon receipt of emergency response request (i.e., fire or medical), the dispatcher shall within 30 seconds dispatch the appropriate unit to the emergency response.
 - (b) Transmit the complete address (House number and Street name), type of alarm (sick, injured, or grass fire), and condition of patient or situation.
 - (c) Clearly and distinctly transmit the correct time and case numbers to responding units. Dispatcher shall ensure that units acknowledge all information.
 - (d) Announce any other assisting units responding to same emergency response.
 2. Make callbacks on all alarms if any information is unclear.
 3. Coordinate communications with all involved responding units.
 4. Maintain a cool, calm, and collective attitude upon entering the radio airwaves for transmission of messages.
 5. Transmit each message in a clear and concise tone of voice upon establishing contact with the appropriate unit.
 6. Dispatcher shall follow-up on messages transmitted to ensure the appropriate unit acknowledges message.
 7. Make all attempts to prevent unnecessary transmissions.

8. Determine appropriate number of units required for all alarms, based on input from on-scene commanding officers.
9. Dispatcher shall maintain overall control of all dispatched units out in the field to ensure that geographic coverage is maintained.
10. Dispatcher shall monitor and report all transmissions in violation of departmental rules and laws governing radio transmissions and operations.
11. Coordinate mutual aid assistance as needed.
12. Monitor the following radio communications systems:
 - a. VHF Channel 1 (Suppression and Rescue Units)
 - b. UHF Channel 1 (Medic and Rescue Units)
 - c. SHF GFD1 (All Fired Department Apparatuses)
 - d. SHF GFD2 (Used for on Scene Incidents)
 - e. SHF GFD3 (Tactical Operations)
 - f. SHF Rescue 1 (Used by Rescue Units)
 - g. SHF ADMIN1 (Used for Administrative Purposes)
 - h. SHF EMS (Used for EMS Operations)
 - i. SHF GMF (Used for GMH Relay)
13. Ensure proper emergency response coverage by maintaining a working knowledge of unit geographical boundaries.
14. Immediately notify the Communications Center Operations Officer of communication systems failure, medic and other vehicle accidents, and major alarms or problems
15. Maintain and update regularly, an accurate log of all dispatched units, units out of service, and the units whereabouts in the Dispatch Alarm Sheets.
16. Maintain and update the database regularly for completeness and accuracy.
17. Maintain the security and operational efficiency of the Dispatch alarm office by eliminating background noises and only allowing authorized individuals in to the Dispatch Communication Office.

34.05 ISSUANCE OF CASE NUMBERS

- A. Case numbers shall be issued for:
 1. All emergency incidents which require GFD services
 2. Non-emergency incidents in which GFD services are performed
 3. All incidents requiring official reference as an activity of the department.
- B. Case numbers will be issued for accountability of department activities, to ensure reference with interagency activities, customer/client service activities, or by order of the Fire Chief.
- C. GFD case numbers need not be issued for routine administrative duties or activities, which will not require distinctive reference numbers.
- D. Official Fire Department Unit activities, which do not require the issuance of a case number, will be annotated in the daily activity log referencing the time and location the activity took place.
- E. Case numbers will be issued per incident and not by unit or requester.
 1. A single case number will be issued to reference one specific incident or call for service and all activities, which take place in response to that incident.

Example: All suppression, EMS, Prevention, and Investigative activities, which occur in regard to a structure fire, will receive the same case number.

- F. Services rendered for subsequent incidents, which occur from large or complex occurrences, will be issued amendments. These amendments will reference the originating case number.
1. Amendments will be noted by a lower case alphabetic letter, which will follow the last numeral of the originating case number. Subsequent incidents will follow in alphabetical order.

Example: 00-10, 00-10a, 00-10b, etc.

34.06 FIRE DISPATCH LOG BOOK

- A. The logbook shall be used to document the following:
1. All Guam Fire Department Activities, which require a reference case number (see also Issuance of Case Numbers).
 2. The Communications Center daily personnel status report (See also Personnel Status Report)
 3. All incidents or reports regarding the status of fire department response apparatus and key equipment.
 4. Documentation of Completed Beeper/Radio Checks and Notification Listing for Critical Alarm Dispatches.
 5. All Visitors (Visitors Logbook) for the Communications Center.
 6. Any occurrences or situations regarding discrepancies in 911 communications equipment or facilities to include public utilities disruption.
 7. Any on or off duty incidents regarding the health or safety of fire department personnel.
 8. Crimes involving fire department personnel or equipment.
 9. Any information deemed necessary by Chief Officers.
 10. Any information deemed necessary by the Communications OFFICER-IN-CHARGE or Shift Leaders.
 11. Notifications by the Guam Civil Defense Office regarding potential or existing events, which warrant action or services of the Guam Fire Department.
 12. Routine and Diagnostic checks on communications equipment (i.e. radio checks and beeper checks)
 13. Any occurrences or situations regarding the status of the communications equipment or facilities of agencies or organizations, private or public, which effect the fire department's ability to provide service or which effects the ability of these entities to request for service.
- B. All entries requiring GFD case numbers will contain the following (unit specific requirements are noted):
1. Case Number (See also Issuance of Case Numbers)
 2. Unit Designation(s): Includes all units dispatched to an incident.
 3. Dispatch time: The exact time that a unit or units were informed or dispatched to the alarm, or the time that the unit became aware of the alarm.

4. Location of Alarm: Includes exact location designating house or building numbers, building names, establishment names, and or apartment numbers, street names, housing area names or districts/complexes, and village names. In circumstances where cases take place outdoors, references will be made to street names or intersections, landmark locations, or nearby buildings. Care should be taken when referencing these locations to ensure that they are prominent and easy to recognize.
 5. Time En-Route: Denotes the time a unit departs a station or the time a unit begins a mission.
 6. Time Arrived at Scene: The time that units arrive at the scene, more specifically when the unit arrives at the patient or makes physical contact with the person, establishment, or exact area needing service. "In the Vicinity" arrivals do not constitute unit arrival time.
 7. Pick up Time: Used to denote the time that an ambulance unit (or rescue unit) secures a patient or client, and begins transport.
 8. Intercept Time: Used to denote the approximate time patient care is transferred from BLS care to ALS care.
 9. Under-Control Time: The exact time when the on scene commander determines when a scene is stabilized and the potential for growth in size and severity are controlled.
 10. Arrived at Facility Time: Normally this denotes the time a unit arrives at a care facility or residence with a patient. It may denote the time that a unit stops at an intermediate facility prior to completion of a run.
 11. Secured from Facility Time: Denotes the time an EMS unit has transferred care of a patient to a care facility and is ready for service.
 12. Mission Accomplished Time: This denotes the time that the unit has accomplished its mission and is ready for service.
 13. Return to Station Time: This time denotes when a unit has returned to service and is quartered at the station or base. Subsequent case numbers will be used to denote that a unit was dispatched to another alarm prior to returning to station.
 14. Remarks: This area is used to note peculiarities of the case and any incidents such as, mechanical failure, patient condition changes, or dispatcher notes which may need to be passed on or referenced at a later time.
 15. Entries without case numbers: These entries will be used to record internal occurrences of the Guam Fire Department. They will not be assigned case numbers and will be noted chronologically by the time that they occurred. When applicable, log entries will be closed out by an end of activity time element, and expiration time, or an "effective on" time. Examples of these entries are:
 - a. Units out of service.
 - b. Personnel securing from duty.
 - c. Important broadcast notices.
 - d. Equipment maintenance.
 - e. Loss of utility services, etc.
- C. The personnel status report will be annotated upon assumption of each shift assuming duty. The report will include the following:

1. Shift Assuming Duty:
 - a. District Commander.
 - b. Communications Center Officer-in-Charge.
 - c. Administrative Services Officer.
 - d. Chain of Command of on duty personnel.
 - e. Personnel status.
 - f. Reassignments.

34.07 UNIT GEOGRAPHICAL JURISDICTION

This section establishes the area of coverage for Fire Suppression, EMS, and Rescue units. On Duty 911 Call-Taker(s) and or Fire Dispatcher(s) shall decide, based on the following guidelines, what responding unit(s) to send to an Emergency Alarm at the time the call is received, unless otherwise directed by the appropriate District Commander.

A. NORTHERN DISTRICT

1. TAMUNING FIRE STATION

- a. Engine-1
 - (1) First Due Unit, Area of Coverage: Intersection of Route 1 and 14 (Australian Cable) to the intersection of Route 1 and 8. All of Route 14. Intersection of Route 16 and 10A to the intersection of Route 1 and 10A. All of Tumon, Tamuning, parts of Harmon Industrial Park up to JL Baker (warehouse) and parts of Upper Tumon.
 - (2) Primary Assisting Unit, Area of Coverage: Intersection of Route 1 and Route 16 and all emergencies within the areas between Route 10A and Route 1. Route 8 up to 7A and in towards Route 4. Intersection of Route 1 and Route 4 up to Route 4 and Chalan Canton Tutuyan, Sinajana. All areas between Routes 1 and 8. All of Sinajana, Agana, and Tiyan. Some areas of Maite.
- b. High Rise Unit:
 - (1) All major structure fires including: Warehouses, hotels, department stores, multiple structures and as directed by the Incident Commander.
- c. Medic-1:
 - (1) Primary area of coverage: Intersection of Route 1 and 14 (Australian Cable) to the intersection of Route 1 and 8. All of Route 14. Intersection of Route 16 and 10A to the intersection of Route 1 and 10A. Intersection of 1 and 8 to Intersection of 1 and 6 (Adelupe). Intersection of Route 1 and Route 4 to Route 4 (Chaot Bridge). All of Tumon, Tamuning, Sinajana, Maina, parts Harmon Industrial Park up to JL Baker (warehouse) and parts of Upper Tumon.

2. SINAJANA FIRE STATION

- a. Engine-2
 - (1) First Due Primary Unit, Area of Coverage Intersection of Route 4 and 10 (including Chalan Ping Pago) to Intersection of Route 1 and 4. Intersection of Route 4 and Maimai Road to Konga

Road, to include Maimai Road. Intersection of 1 and 8 to Intersection of 1 and 6 (Adelupe). All of Route 7A up to Route 8. All of Ordot, Sinajana, Agana Heights, Agana, Anigua, Lower Maina, and the Adelupe Complex.

- (2) Primary assisting unit, Area of coverage: Intersection of Route 1 and Route 6 (Adelupe) to Route 11 (to include Commercial Port). Route 1 and Route 6 (Adelupe) to Intersection of Route 6 and Murray Road. Intersection of Route 4 and Route 10 to Pago Bay Bridge (including all areas within Pago Bay). Intersection of Konga Road and Maimai Road to the intersection of Route 10 and Dairy Road. All areas Northeast of Route 10, up to Route 15 (Fadian Point) and Route 16 (Guam Main Facility).

3. BARRIGADA FIRE STATION

a. Engine-3:

- (1) First Due Primary Unit, Area of Coverage: Intersection of Route 1 and Route 8 to areas north of Route 8. Intersection of Route 8 and Route 16 to the overpass. All of Route 10. Intersection of Konga Road and Maimai Road to Intersection of Route 15 and Route 26 (Carnation Road). All of Radio Barrigada, the Admiral Nimitz Golf Course area, and Bello Road. All of Barrigada, Mangilao, Mongmong, Toto, Maite, and the Tiyan Complex.
- (2) Primary Assisting Unit, Area of Coverage: Intersection of Route 8 and 7A to intersection of Route 4 and 7A.

b. Medic-3:

- (1) Primary Area of Coverage: Intersection of Route 1 and Route 8 to areas north of Route 8. Intersection of Route 8 and Route 16 to the overpass. Intersection of Route 8 and 7A to intersection of Route 4 and 7A. All areas between Routes 8, 7A and 4. All of Route 10. Intersection of Route 10 and Maimai Road through Dairy Road to Route 4. Intersection of Route 10 and Route 15 to intersection of Route 15 and Route 26 (Carnation Road). All of Radio Barrigada, the Admiral Nimitz Golf Course area, Bello Road, Barrigada, Mangilao, Mongmong, Toto, Maite, and the Tiyan Complex.

4. DEDEDO FIRE STATION

a. Engine-4:

- (1) First Due Primary Unit, Area of Coverage: All of Route 1 from the intersection of Route 1 and 14 (Australian Cable) to Ypao-pao Estates, to include Ypao-pao Estates. Intersection of Route 1 and Route 28 (Y-sengsong Road) to Route 28 (Y-sengsong Road, Coral pit). Intersection of Route 1 and Route 16 to intersection of Route 16 and Route 10A, including areas surrounding Ft Juan Muna, Harmon Flea Market, and Harmon Cold Storage. Intersection of Route 1 and Route 26 (Carnation Road) to intersection of Route 15 and Route 26 (Carnation Road), to include Marbo Cave Area. All areas between Routes 1, 3, and 34. All areas along Harmon Cliff Line and Two

Lover's Point. Areas of Upper Tumon, Harmon, Dededo, Mangilao.

- (2) Primary Assisting Unit, Area of Coverage: Route 1 (Y-paopao Estates) to Route 1 Chalan LeChance, to include Chalan LeChance. Intersection of Route 16 and Route 10A to Route 16, Guam Main Facility. Intersection of Route 15 and Route 26 (Carnation Road) to Route 15, (Fadian Point Road), to include Fadian Point Road. Intersection of Route 15 and Route 26 (Carnation Road) to Anderson Air Force Base (AAFB) back gate. Intersection of Route 1 and Route 14 (Australian Cable) to intersection of Route 1 and Route 10A. Route 28 (Y-sengsong Road, Coral pit) to intersection of Route 3 and Route 28 (Y-sengsong Road). Intersection of Route 1 and Route 3 to Mabalo Drive (Fern Terrace), to include Fern Terrace.

b. Medic-4:

- (1) Primary Area of Coverage: All of Route 1 from the intersection of Route 1 and 14 (Australian Cable) to Ypao-pao Estates, to include Ypao-pao Estates. Intersection of Route 1 and Route 28 (Y-sengsong Road) to Route 28 (Y-sensong Road, Coral pit). Intersection of Route 1 and Route 16 to intersection of Route 16 and Route 10A, including areas surrounding Ft Juan Muna, Harmon Flea Market, and Harmon Cold Storage. Intersection of Route 1 and Route 26 (Carnation Road) to intersection of Route 15 and Route 26 (Carnation Road), to include Marbo Cave Area. All areas between Routes 1, 3, and 34. All areas along Harmon Cliff Line and Two Lover's Point. Areas of Upper Tumon, Harmon, Dededo, Mangilao.

5. YIGO FIRE STATION

a. Engine-10:

- (1) First Due Primary Unit, Area of Coverage: Route 1 (Ypaopao Estates) to intersection of Route 9 and Chalan Emsley. Route 15 (AAFB back –gate) to intersection of Route 15 and Route 26 (Carnation Road). Intersection of Route 1 and Mataguac Avenue to intersection of Mataguac Avenue and Chalan Kabesa. All of Yigo, parts of Dededo.
- (2) Primary Assisting Unit, Area of Coverage: All areas between Routes 15, 1, 16, and 27 (Harmon Loop Road). Route 9, Chalan Emsley to Route 3, Mabola Drive (Fern Terrace). Intersection of Route 15 and Route 26 (Carnation Road) to Route 15 (Fadian Point Road), to include Fadian Point Road.

b. Medic-10:

- (1) Primary Area of Coverage: Route 1 (Ypaopao Estates) to intersection of Route 9 and Route 3 (Potts Junction), and all areas to Ritidian Point. Route 15 (AAFB back –gate) to intersection of Route 15 and Route 26 (Carnation Road). Intersection of Route 1 and Mataguac Avenue through Niyok, through Chalan Koda to intersection of Route 28 (Y-sengsong

Road) and Chalan Koda. All of Yigo, parts of Dededo and Mangilao.

6. ASTUMBO FIRE STATION

a. Engine-12:

- (1) First Due Primary Unit, Area of Coverage: Intersection of Route 1 and Route 3 to intersection of Route 9 and Chalan Emsley. Intersection of Route 3 and Route 34 to Tanguisson Beach, and all areas north of this boundary. Intersection of Route 3 and Route 28 (Y-sengsong) to Route 28 (Y-sengsong), Coral Pit. Intersection of Route 28 (Y-sengsong) and Chalan Koda through Chalan Niyok, through Chalan Mataguac to the intersection of Chalan Mataguac and Chalan Kabesa.
- (2) Primary Assisting Unit, Area of Coverage: Intersection of Route 1 and Chalan LeChance to the intersection of Route 9 and Chalan Emsley. Route 28 (Y-sengsong Road), Coral Pit to intersection of Route 1 and Route 28 (Y-sengsong Road). Intersection of Route 1 and Route 28 (Y-sengsong Road) to intersection of Route 1 and Route 3. Areas between Routes 1, 27, and 16. All of Route 34 to Harmon Cliff Line.

b. Medic-12:

- (1) Primary Area of Coverage: Intersection of Route 1 and Route 3 to intersection of Route 9 and Chalan Emsley. Intersection of Route 3 and Route 34 to Tanguisson Beach, and all areas north of this boundary. Intersection of Route 3 and Route 28 (Y-sengsong) to Route 28 (Y-sengsong), Coral Pit. Intersection of Route 28 (Y-sengsong) and Chalan Koda through Chalan Niyok, through Chalan Mataguac to the intersection of Chalan Mataguac and Chalan Kabesa.

c. Advance Life Support Unit-1 (ALS-1):

- (1) Primary Area of Coverage: Route 1 (Anderson Main Gate) to intersection of Route 1 and Route 30 (Camp Watkins Road), to include Route 30 (Camp Watkins Road). Intersection of Route 1 and Route 9 to intersection of Route 1 and Route 3. Route 15 (AAFB Back Gate) to intersection of Route 15 and Fadian Point Road. All of Route 16. Intersection of Route 1 and Route 10A to Intersection of Route 16 and Route 10A, to include the Guam International Airport. All of Yigo, Dededo, Tumon, Barrigada Heights. Parts of Mangilao and Tamuning.

B. SOUTHERN FIRE DISTRICT

1. AGAT FIRE STATION:

a. Engine-5:

- (1) First Due Unit, Area of Coverage: Intersection of Route 1 and 2A, through Route 2 to Cetti Bay Overlook. Intersection of 2A and 5 through Route 12 to Route 2. Intersections of Route 5 and Route 17 to Apra Vista Road (Calvo Chapel). Areas outside of Naval Station back gate. All of Agat and Santa Rita, parts of Sumay, Apra Heights, Windward Hills.

- (2) Primary Assisting Unit: Intersections of Route 1 and Route 2A to Route 6 (Top of the Mar). From Intersection of Route 17 and Apra Vista road to Intersection of Route 17 and Route 4A. Route 4 Cetti Bay Overlook to Umatac/Merizo Fire Station, including Umatac Sub-division.
 - b. Medic-5:
 - (1) First Due Unit, Area of Coverage: Intersection of Route 1 and Route 6 (Adelupe) to Naval Station (Main Gate), to include all of Nimitz Hill. Intersection of Route 1 and 2A, through Route 2 to Cetti Bay Overlook. Intersection of 2A and 5 through Route 12 to Route 2. Intersections of Route 5 and Route 17 to Apra Vista Road (Calvo Chapel). Areas outside of Naval Station back gate. All of Agat, Santa Rita, Apra Heights, Asan, Piti. Parts of Sumay, Windward Hills.
 - (2)
- 2. INARAJAN FIRE STATION
 - a. Engine-6:
 - (1) First Due Unit, Area of Coverage: Route 4, Inarajan (Ajayan Bridge) to intersection of Route 4 and 4A and all areas in between. All of Inarajan and Malojloj, parts of Talofoto.
 - (2) Primary Assisting Unit: Route 4 (Ajayan Bridge) to Merizo (Toguan Bridge). Intersection of Route 4 and Route 4A to Route 4 (Togcha Bridge). Intersection of Route 4 and Route 4A to Intersection of Route 17 and Route 4A.
 - b. Medic-6:
 - (1) Primary Area of Coverage: Route 4, Inarajan (Ajayan Bridge) to intersection of Route 4 and 4A and all areas in between. All of Inarajan and Malojloj, parts of Talofoto.
- 3. PITI FIRE STATION
 - a. Engine-7:
 - (1) First Due Unit, Area of Coverage: Intersection of Route 1 and Route 6 (Adelupe) to front gate of Naval Station, including all areas outside of Navy jurisdiction. All of Route 11 into Commercial Port. All areas between the intersection of Route 1 and Route 6 (Veteran's Cemetery) to Intersection of Route 1 and Route 6 (Adelupe). Ship Repair Facility Compound.
 - (2) Primary Assisting Unit: Intersection of Route 6 and Route 1 (Adelupe) to Intersection of Route 1 and 5th Street Agana (Staywell Building). Intersection of Route 1 and Route 2A to Intersection of Route 2A and Route 12. All of Route 12. Intersection of Route 2A and Route 5 through all of Route 5. Intersection of Route 5 and Route 17 to intersection of Route 17 and Apra Vista Road (Calvo Chapel).
 - b. Advance Life Support-2 (ALS-2):
 - (1) Intersection of Route 1 and Route 30 (Camp Watkins) to Route 1 Naval Station (Front Gate). All of Route 2A through Route 2 through Route 4 to intersection of Route 1 and Route 4, to include all areas in-between. Intersection of Route 1 and Route

8 to intersection of Route 8 and Route 10, to include all of Tiyan. All of Route 10. Intersection of Route 10 and Route 15 to Route 15 (Fadian Point). All of Tiyan, Barrigada, Mongmong, Toto, Maite, Agana, Agana Heights, Sinajana, Maina, Nimitz Hill, Asan, Piti, Agat, Santa Rita, Umatac, Merizo, Inarajan, Malojloj, Talofoto, Ipan, Windward Hills, Apra Heights, Yona, Ordot, Chalan Pago and parts of Mangilao.

4. UMATAC/MERIZO FIRE STATION

a. Engine-8:

- (1) First Due Unit, Area of Coverage: Route 2, (Cetti Bay Overlook) to Route 4 (Ajayan Bridge). All of Merizo and Umatac.
- (2) Primary Assisting Unit: Route 2 (Cetti Bay overlook) to Intersection of Route 2 and Route 12. Route 4 (Ajayan Bridge) to Route 4 (Ija Subdivision, Inarajan Cemetery).

b. Medic-8

- (1) Primary Area of Coverage: Route 2, (Cetti Bay Overlook) to Route 4 (Ajayan Bridge). All of Merizo and Umatac.

5. YONA FIRE STATION

a. Engine-9:

- (1) First Due Unit: Area of Coverage: Intersection of Route 4 and Route 17 to intersection of Route 4 and Route 10, to include Inalado Road and all areas of Pago Bay. Leo Palace Access Road (Yona) to Water Pump Station. All of Leo Palace Resort Area. All of Yona and Pago Bay.
- (2) Primary Assisting Unit: Intersection of Route 4 and Route 17 to Intersection of Route 17 and Route 4A. Leo Palace Access Road, Yona (Water Pump Station) to Intersection of Access Road and Dero Drive, Ordot. All areas northeast of Route 10 to the intersection of Route 10 and Route 15.

b. Medic-9:

- (1) Primary, Area of Coverage: Intersection of Route 4 and Route 17 to intersection of Route 4 and Route 10, to include Inalado Road and all areas of Pago Bay. Leo Palace Access Road (Yona) to Water Pump Station. All of Leo Palace Resort Area. All of Yona and Pago Bay.

6. TALOFOFO FIRE STATION

a. Engine-11:

- (1) First Due Unit, Area of Coverage: Intersection of Route 4 and Route 4A to intersection of Route 4A and Route 17. Intersection of Route 4 and Route 17 to intersection of Route 17 and Apra Vista Road (Calvo Chapel), Windward Hills. All of Talofoto, Ipan, and Baza Gardens. Part of Windward Hills.
- (2) Primary Assisting Unit: Intersection of Route 4A and Route 17 to Bordallo Overlook, to include Del Carmen Condominium. Intersection of Route 4 and Route 4A to Inarajan Cemetery.

b. Medic-11:

- (1) Primary Area of Coverage: Intersection of Route 4 and Route 4A to intersection of Route 4A and Route 17. Intersection of Route 4 and Route 17 to intersection of 4 and Apra Vista Road (Calvo Chapel), Windward Hills. All of Talofoto, Ipan, and Baza Gardens. Part of Windward Hills.

B. RESCUE UNITS

1. Rescue-1:

- a. First Due Unit, Area of Coverage: All areas within Northern Firefighting District.
- b. Primary Assisting Unit: All areas within Northern Firefighting District.

2. Rescue-2

(1) Land Response:

- (a) First Due Primary Unit, Area of Coverage: Intersection of Route 4 and 10 (including Chalan Ping Pago) to Intersection of Route 1 and 4. Intersection of Route 4 and Maimai Road to Konga Road, to include Maimai Road. Intersection of 1 and 8 to Intersection of 1 and 6 (Adelupe). All of Route 7A up to Route 8. All of Ordot, Sinajana, Agana Heights, Agana, Anigua, Lower Maina, and the Adelup Complex.

(2) Sea Rescue Response:

- (a) First Due Unit, Area of Coverage: All areas from Glass Breakwater, Apra Harbor northbound to Pati Point, around the northern tip of the island to Pago Bay, to approximately 10 miles off-shore, or as specified in Memorandum of Understanding with U.S. Coast Guard.
- (b) Primary Assisting Unit, Area of Coverage: Inside Apra Harbor, from Glass Breakwater south towards Cocos Island around the southern tip of the island and north towards Pago Bay including all areas up to approximately 10 miles off-shore, or as specified in Memorandum of Understanding with U.S. Coast Guard.

3. Rescue-3:

a. Land Response:

- (a) First Due Unit, Area of Coverage: All areas within Southern Firefighting District.
- (b) Primary Assisting Unit: All areas within Northern Firefighting.

b. Sea Rescue Response:

- (a) First Due Unit, Area of Coverage Inside Apra Harbor, from Glass Breakwater south towards Cocos Island around the southern tip of the island and north towards Pago Bay including all areas up to approximately 10 miles off-shore, or as specified in Memorandum of Understanding with U.S. Coast Guard.

Primary Assisting Unit, Area of Coverage: All areas from Glass Breakwater, Apra Harbor northbound to Pati Point, around the northern tip of the island to Pago

Bay, to approximately 10 miles off-shore, or as specified in Memorandum of Understanding with U.S. Coast Guard.

34.08 TELECOMMUNICATIONS FOR THE DEAF OR HEARING/SPEECH IMPAIRED CALLER

- A. To ensure that the emergency services, provided by E911 communications, are available and accessible to all members of the community, to include hearing and speech impaired citizens the Communications Center shall ensure:
 - 1. E911 equipment is configured to accommodate this requirement.
 - 2. E911 personnel are competent in the use of associated equipment and procedures.
- B. Personnel shall be familiar with identifying and answering incoming Telecommunications Device for the Deaf (TDD) calls for service, using the integrated TDD features of the CENTRALINK 2000 E911 system or separate TDD (MINICOM IV) coupled to a telephone.
- C. Personnel shall be proficient in gathering vital emergency response information to ensure prompt and proper emergency dispatching.
- D. Due to the modest number of TDD calls received by E911, personnel shall ensure that they review this policy and specific equipment operations manuals regarding TDD equipment to ensure proficiency in handling TDD calls.
 - 1. Deaf or speech/hearing-impaired callers tend to wait longer than average to call for emergency care. Call takers therefore must consider that a greater period of time may have elapsed and a greater level of anxiety may exist with the caller.
 - 2. A high level of proficiency is required to ensure that time consumed in pre-dispatch interrogation is kept to a minimum.
 - 3. Supervisors shall ensure that all personnel are proficient in equipment use and call handling procedures and shall schedule skill proficiency training on a routine basis.
- E. Call Taking Procedures:
 - 1. Identifying a TDD call:
 - a. Potential TDD calls can be identified by the following:
 - (1) Answering a telephone call in which an electronic beeping noise is heard. This is the standard method of notification by a deaf or hearing-impaired person utilizing a TDD.
 - (2) Hearing a pre-recorded message stating, "Hearing impaired caller, use TDD".
 - NOTE: All calls which are silent or in which no one answers are to be treated as potential calls for service by speech or hearing impaired persons.
 - (3) CENTRACOM 2000 E911 System:
 - b. The CENTRACOM 2000 E911 SYSTEM (Palladium PSAP) has a TDD call identification feature, which automatically identifies a TDD call, whether Baudot or ASCII and immediately shows an on-screen display. Upon automatic identification of a TDD call, the TDD display screen will appear and caller interrogation can be accomplished by using the pre-arranged dialog buttons (function keys) or by typing text to the screen via the keyboard.

2. Call Interrogation:
 - a. Call takers will in order of priority:
 - (1) Determine what emergency exists and determine which emergency response agency is requested or needed by the caller.
 - (a) "E911 What is your emergency Q"
 - (2) Determine the exact location of the alarm or patient: Call takers will verify the location of the emergency to ensure that Address Location Identification (ALI) information is correct. Landmark information will also be gathered to ensure a direct and timely response.
 - (a) "What is your address or location Q"
 - (3) Telephone Number: Call Takers will verify that the Automatic Number Identification (ANI) is correct and annotate the correct call back number if it is not.
 - (a) "What is your phone number Q"
 - (b) "What is your name Q"
 - (c) Though caller name is not crucial to unit dispatching it is important to be able to reference a specific caller to ensure prompt and accurate service.
 - (4) Call takers will gather any pertinent information, which will facilitate the care and safety of the patient or emergency response personnel.
 - (5) Upon determination of an emergency, verification of the alarm location and call back phone number, call takers will dispatch the appropriate fire department unit or ensure that all pertinent information is relayed or transferred to the appropriate response agency.
 - (a) "I will dispatch the Unit PLS HLD"
 - (6) Call takers will not attempt to deliver pre arrival medical instructions to the caller but shall ensure that proper instructions are given to facilitate the arrival of emergency units and their access to the alarm scene or patient.
 - (7) Call takers will, if call volume allows, stay on line with the caller until response units have arrived and constantly attempt to reassure and calm the caller if necessary.
3. Equipment Specific TDD Procedures
 - a. Seperate TDD (MINICOM IV) coupled to a telephone set:
 - (1) Upon receipt of a TDD call (See Identifying a TDD call) the call taker will ensure that the TDD unit ON.
 - (2) Couple the telephone hand set to the TDD receiver cups ensuring that the devices are properly seated.
 - (3) Inform the caller that he/she has reached E911 and begin call interrogation. Call takers will follow standard call interrogation procedures utilizing the TDD keypad and accepted ASL abbreviations.
 - (4) As a minimum the following questions will be asked:
 - (a) E911 What is your emergency Q"

- (b) "What is your address or location Q"
- (c) What is your phone number Q"
- (d) What is your name Q"
- (5) Use proper procedures and appropriate grammar during the communications session.
- (6) Upon termination of the call, return the phone receiver to its cradle.
- b. CENTRACOM 2000 E911 System:
 - (1) Upon automatic identification of a TDD call, the TDD display screen will appear. If the automatic detection feature is disabled, clicking the onscreen "TDD" function button can activate the TDD display.
 - (2) Caller Interrogation can be accomplished by using the pre determined function keys or by typing text using the keyboard. Interrogation using the function keys, dialog buttons, or typed questions and responses will be in the following order:

Function Key	Typed Text
1. "E911" (F1)	"E911what is your emergency Q"
2. "ADDRESS?" (F4)	"What is your address or location Q"
3. "PHONE NUMBER?" (F3)	"What is your phone number"?
4. "NAME?" (F2)	"What is your name Q"?

- (3) Use proper procedures and appropriate grammar during the communications session.
- (4) Upon termination of the call, return the phone receiver to its cradle, click on the "End Session" menu item and minimize the TDD onscreen display.
- 4. Initiating a TDD Call
 - a. Disconnection, call volume, call back or non-emergency communications may require call takers to initiate a TDD calls.
 - (1) Separate TDD (MINICOM IV) coupled to a telephone set:
 - (a) Turn the device ON
 - (b) Couple the phone handset to the device via the TDD receiver cups ensuring that it is seated properly.
 - (c) Dial the phone number using the telephone keypad.
 - (d) Upon someone answering the call, key the space bar on the TDD several times to alert the call recipient of a TDD call and wait for a response on the TDD screen or begin typing text such as "hello this is E911 GA"
 - (e) Use proper procedures and appropriate grammar during the communications session.
 - (f) Upon termination of the call, return the phone receiver to its cradle.
 - (2) CENTRACOM 2000 E911 System:
 - (a) Remove the telephone handset from cradle and dial the phone number to be called by using the telephone keypad or the onscreen "Call Out" keypad feature.
 - (b) Initiate the TDD feature by left clicking on the TDD onscreen function button.

- ## 5. Transferring a TDD Call

- (1) All TDD calls will (whether received via a direct call to E911 or transferred from another party) be handled to their fullest extent by the E911 call taker.

6. Hearing impaired callers who do not use a TDD

- ## 7. Speech Impaired Callers, Appendix:

- | | |
|-------------------|---------------------|
| d. SK
Message) | Stop Keying (End of |
|-------------------|---------------------|

- j. UR Your/You are

- k. MSG
- l. ASAP

Message
As soon as possible

34.09 BOMB THREAT

Threats can be in the form of written message, telephone communication, word-of-mouth, or suspect object found.

A. Types of Bomb Threats

1. Written Threats:

- a. Advise the caller to make every possible effort be made to avoid unnecessary handling of written messages so as to retain evidence such as possible fingerprints, handwriting, etc.

2. Telephone Threats:

- a. Obtain from caller as much information as possible, on which to base recommendations, action and subsequent investigation.

3. Word-of-Mouth:

- a. Obtain from caller as much information about the description of the person making the threat, to include any distinguishing features.

4. Suspect Object:

- a. Any suspect object found on the premises and deemed a possible threat by virtue of its characteristics, location and circumstances should be left in place, and the area immediately evacuated.

B. In the event of a reported bomb threat the call-taker shall advise the caller to immediately implement evacuation procedures and maintain accountability of all members, visitors, etc.

C. Upon receipt of a bomb threat or discovery of a suspect object, the police shall be immediately advised.

34.10 HIJACKING

A. The following information shall be obtained when reports of a Hijacking are received through 9-1-1:

1. The name of the airline carrier the person is flying on, i.e. American, United, Continental, etc.
2. The Flight #.
3. Where did the flight last depart from?
4. What is the next destination of the flight
5. Do you know where the plane is now located, i.e. somewhere over the Pacific Ocean, approaching Guam, etc.
6. What is the caller's name?
7. What seat are they in, i.e. 17-C, 29-F, etc.
8. Are they calling from a wireless/cellular telephone or an on-board telephone?
9. If a wireless telephone, what is the telephone number?
10. What is the wireless telephone carried, i.e., singular, Nextel, Sprint, etc.
11. What is the on-board emergency?

B. After this information is obtained, immediately advise the on-duty E-911 Communications Section Supervisor and call the Federal Aviation Administration

(FAA) at 671-366-8159, or 671-366-6286, or 366-6915 and report the information.

- C. The information received will determine if what further actions shall be taken.

GUAM FIRE DEPARTMENT

ORGANIZATION	
Chapter:	IV - General Administration
Subject:	Incident Critique Policy
Code:	1-IV-35
Revised:	Draft

35.01 PURPOSE

To provide a systematic and standardized system to:

- A. Analyze the incident.
- B. Obtain accurate, relevant information about the incident.
- C. Make corrections in a non-personal manner.
- D. Communicate lessons learned to entire department.

35.02 POLICY

It shall be the policy of this department to critique:

- A. Multi-alarm incidents.
- B. Mass casualty incidents.
- C. Incidents of an unusual nature or special interest.
- D. Multi-Agency alarms
 - 1. An incident critique report shall be submitted to the District Commander no later than 48 hours, to begin at the end of the work-shift the said incident occurred.
 - 2. Incident critique reports involving multi-agencies shall be forwarded to the Fire Chief.

35.03 PROCEDURE

- A. The Critique Session:
 - 1. An Introduction - to include address, day of week, time of day, type of occupancy, and a brief summary of the incident. The First-In Officer should deliver the introduction.
 - 2. Discussion of Roles - each individual who filled a position in the Incident Command System shall briefly discuss their role.
 - 3. Summary - to include a review of problems encountered, suggested solutions, and lessons learned.
- B. At the conclusion of the critique session, an Incident Critique Report shall be compiled, and submitted by the overall Incident Commander.

GUAM FIRE DEPARTMENT

ORGANIZATION	
Chapter:	IV - General Administration
Subject:	Annual Inspection Policy
Code:	1-IV-36
Revised:	Draft

36.01 PURPOSE

To establish guidelines for a formalized inspection of all fire personnel.

36.02 POLICY

- A. To implement an organized and formal biannual inspection of the fire fighting force.
- B. The biannual inspection of the fire fighting force shall occur every six months at the Fire Chief's discretion.
- C. Fire forces shall be appraised of the exact dates and times of the forthcoming inspection not less than two (2) weeks in advance.

36.03 SCOPE

- A. The biannual inspection shall affect all members of the Guam Fire Department.
- B. The biannual inspection is intended to be a positive evaluation of the fire forces in terms the maintenance of protective clothing and uniforms. It is not intended to be an avenue of trivial criticism focusing on any individual member, unit, company, or shift.

36.04 RESPONSIBILITY

- A. District Commanders are responsible in providing timely notification to their commands of the forthcoming inspection dates and times.
- B. District Commanders are responsible to coordinate with their company officers and with each other on matters concerning the preparation for the inspection.
- C. Company Officers are responsible for coordinating with their counterparts and with the members under their command to prepare for the inspection.
- D. All members shall cooperate and assist in preparation for the inspection.
- E. All members are responsible for the completeness and condition of their assigned workplace, uniform and Personal Protective Clothing.

36.05 AREAS OF INSPECTION

- A. Overall Station, Apparatus, Equipment condition and appearance
- B. Uniforms (basic uniform clothing.)
 - 1. Complete dress uniforms.
 - 2. Complete working uniforms.
 - 3. Complete personal protective equipment.

36.06 PROCEDURE

- A. The Fire Chief shall conduct the biannual inspection of each shift and/or the Deputy Fire Chief accompanied by the District Commander.

- B. Each shift shall be appraised in advance of the exact dates and times reserved for the inspection.
- C. The Inspection Team, the District Commander, the Company Officer, and all other members of the shift shall be in dress uniform during the inspection.
- D. On the day of the inspection, Company Officers shall cause the members of their command to change into dress uniform prior to the arrival of the inspection party.
- E. Members shall display their basic uniform clothing on their respective bunks in a neat and orderly manner.
- F. Members shall display their complete issue of personal protective equipment in an assigned area near the apparatus.
- G. Members shall stand next to their respective uniform and protective clothing issues as the inspection party is inspecting them.
- H. The Inspection Team shall inspect the various areas of concern and provide the Company Officer with a written report of their findings no later than two (2) weeks after inspection.

GUAM FIRE DEPARTMENT

ORGANIZATION	
Chapter:	V Personnel Policies and Procedures
Subject:	Sexual Harassment Policy
Code:	1-IV-37
Revised:	Draft

37.01 PURPOSE

- A. To provide a policy on prevention of sexual harassment in the workplace.
- B. To designate members to investigate charges of sexual harassment, and to advise on the appropriate corrective actions that will be taken to deal with employees and supervisors who are found to have sexually harassed other employees, customers, and those who do business with the department.
- C. To investigate all claims of sexual harassment and take appropriate disciplinary actions against those found to violate this policy.

37.02 POLICY

- A. It is the policy of the department to promptly investigate and resolve, at the lowest level, all complaints of sexual harassment.
- B. It is the policy to sensitize supervisors/managers and employees to sexual harassment issues.
- C. It is the policy to ensure that sexual harassment is not tolerated in the department.
- D. It is the policy to ensure that no retaliation is taken against employees who reports sexual harassment or who cooperates with department official investigating claims of sexual harassment.

37.03 DEFINITIONS AND AUTHORITY

- A. Sexual harassment is defined as “unwelcome sexual advances, request for sexual favors, and other verbal or physical contact of a sexual nature when;
 - 1. Submission of such conduct is made either explicitly or implicitly a term or condition of an individual’s employment.
 - 2. Submission to or reject of such conduct by an individual is used as a basis for employment decisions affecting such individual.
 - 3. Such conduct has the purpose or effect of unreasonably interfering with an individual’s work performance or creating an intimidating, hostile, or offensive working environment.
- B. There are five forms of sexual harassment;
 - 1. Verbal: Sexually suggestive or obscene comments, threats, jokes, any special propositions, comments about an employee’s body or sexual characteristics that are used in a negative or embarrassing manner.
 - 2. Physical: Any intentional pats, squeezes, touching, pinching, repeatedly brushing up against another’s body, assault, blocking movement or coercing sexual intercourse.

3. Written: Sexually suggestive or obscene letters, notes, invitations, and drawings, including computer terminal messages of sexual nature.
 4. Visual: Suggestive looks, leering, staring at another's body, displaying sexually suggestive objects, or pictures, cartoons, posters or magazines.
 5. Sexual Blackmail: Sexual behavior to control another employee's work environment to include salary promotions, evaluations, and/or better job assignments.
- C. In addition, sexual harassment is contrary to the merit system principle, which requires that all employees maintain high standards of integrity, conduct, and concern for the public interest.
 - D. Sexual harassment is a form of sexual discrimination, which is prohibited by Title VII of the Civil Rights Act of 1964, which forbids discrimination in employment on the basis of race, sex, religion, color, or national origin. It was amended in 1991 to allow victims of sexual harassment to have a jury trial and to receive compensatory and punitive damages.
 - E. Executive Order 78-24 establishes the Equal Employment Opportunity (EEO) Program for the Government of Guam that recognizes sexual harassment as a form of sexual discrimination addressed through the EEO Discrimination Complaint Process.

37.04 PROCEDURES

Sexual harassment complaints are addressed throughout the Government of Guam's EEO Discrimination Complaint Procedures. The procedure entails four phases;

A. Counseling Stage

1. This is considered the informal stage, which provides a means for resolving individual employment problems relating to equal opportunity.
2. The EEO Counselor is the first step for an employee or applicant who believes he/she has been discriminated against in some form of his/her employment.
3. The duties of the EEO Counselor involves the following;
 - a. Discussing the problem with the complainant to ensure confidentiality and establishing a rapport.
 - b. Make inquiries to determine facts by conducting interview, reviewing records and materials, and review personnel files.
 - c. Attempt informal resolutions by consulting with parties to review facts gathered.
 - d. Request technical assistance from the EEO Coordinator/Officer.

B. Investigation Stage

1. Before a complaint of discrimination or harassment may be filed, the employee who believes he/she is subject to discrimination must bring the matter to the attention of the EEO Counselor, who then will attempt an informal resolution.
2. If the matter cannot be resolved through counseling, a formal complaint may then be filed. The Civil Service Commission will then assign an investigator to gather information.
3. The investigator is a fact-finder not an advocate. In conducting the investigation the investigator must display and exercise fairness,

impartiality, and objectively. He/she must avoid forming theories or opinions based on information developed early in the investigation, and must pursue the investigation to conclusion, securing and using relevant information.

4. Steps to take in investigating sexual harassment;
 - a. Interview the complaint
 - b. Remain objective
 - c. Determine the accused harasser
 - d. Interview the accused harasser
 - (1) When and where the incident occurred
 - (2) Get specific details
 - (3) How did complainant react
 - (4) Determine if there were any witness
 - (5) Did accused harasser speak to anyone about the incident
 - e. Determine if the incident was isolated or part of a series
 - f. Get specific details of the incident
 - g. Ask complainant their reaction to the incident
 - h. Determine if there were any witness
 - i. Determine if complainant spoke to anyone else about the incident
 - j. Determine if the incident was documented
 - k. Assure the complainant that the complaint will be investigated

C. Review Committee Stage

1. The role of the review committee is to serve as an impartial fact-finder and mediator.
2. The committee conducts fact-finding hearings to gather the facts needed to determine whether or not an alleged discrimination act has occurred.
3. After a decision has been made, the committee develops recommendations in the interest of resolving the complaint without the necessity of a formal adjudication before the Civil Service Commission-EEO Review Board.
4. The Committee is the last resort for settling a dispute informally.
5. The nature of the hearing will be in the following manner;
 - a. Structured to facilitate the fact-finding, decision-making and recommendation process.
 - b. Not a trial hearing conducted by the CSC-EEO Review Board.
 - c. Committee conducts the questioning, determines who the witnesses will be, what questions will be asked, and what documents will be used.

D. Civil Service Commission – EEO Review Board

1. Title 4, subsection 4401 of the Guam Code Annotated established the Civil Service Commission composed of seven members appointed by the Governor of Guam with consent of the Legislature. Subsection 4403 also delineates the duties and of the Commission to include the administration of the EEO Program of the Government as provided in law and executive orders.
2. The objectives of the hearing are to;
 - a. Define or limit the issue to be presented at the hearing
 - b. Enter into stipulations
 - c. Provide the opportunity to settle the case.

- d. Render a decision and recommend action.

37.05 STANDARDS AND DISCIPLINE

- A. As a guide for supervisors and employees, the “reasonable person standard” shall be used as an objective test to determine if behavior constitutes sexual harassment.
- B. This standard considers what a reasonable person’s reaction would have been in a similar situation. The reasonable person standard considers the recipient’s perspective and not stereotyped notions of acceptable behavior. For example, a work environment in which sexual slurs, the display of sexually suggestive calendar, pictures or other offensive sexual behavior abound can constitute sexual harassment even if other people might deem it to be harmless or significant.
- C. Perpetrators of sexual harassment will be disciplined appropriately based on the Table of Offenses provision of the Department of Administration’s Rules and Regulations.
- D. Supervisors and Administrators who fail to take appropriate corrective action, when a complaint of sexual harassment is brought to his/her attention will be disciplined in the same manner as the individual who committed the sexual harassment.
- E. The Guam Fire Department is a professional workplace, and each employee shall be treated with courtesy and respect.

GUAM FIRE DEPARTMENT

ORGANIZATION	
Chapter:	V - Personnel Policies and Procedures
Subject:	Sick Leave
Code:	1-V-1
Revised:	Draft

1.01 PURPOSE

To provide policy and guidelines relative to the usage of sick leave within the Fire Department.

1.02 POLICY

- A. Sick leave benefits are granted by the Government employees in permanent positions and include personal sick leave and family sick leave.
- B. Benefits shall be paid at a rate equal to that paid if the employee were present for work.
- C. Family and Medical Leave Act benefits are granted as per Department Of Administration Personnel Rules and Regulations.
- D. Any individual who becomes sick while on duty shall be permitted to leave duty.
- E. Members shall provide a verification of treatment and status of inability to perform duties.
- F. Firefighters shall not be charged more than 9 hours sick leave for any given day on which such leave is taken.

1.03 PROCEDURE

- A. Members who are unable to report to work due to illness shall notify the Officer-In-Charge at their assigned station at least thirty (30) minutes prior to the time at which they are normally scheduled to work.
- B. Failure to report to the Officer-In-Charge at least thirty minutes (30) prior to the scheduled duty period change will cause the member to be listed as Absent With Out Leave (AWOL) status. (See 1-V-20, Section 20.02B - Reporting To Work On Time)
- C. Members must notify the Officer-In-Charge at the Head- quarters Station, when unable to report for work, whether sick leave is of a personal or family nature.
- D. Members of the Department on sick leave, when not hospitalized, are expected to remain at home.
- E. The following exceptions to this provision are noted:
 - 1. An individual may leave his/her residence to obtain medication, visit a physician, or obtain medical care or therapy.
 - 2. It is recognized that certain illnesses and injuries require periods of convalescence. It is the individual's responsibility to advise the Fire Chief of this; however, no one will be permitted to pursue another job in any capacity while on sick or injury leave.
- F. Members of the department, while on sick/injury leave, shall not engage themselves in any type of employment or pursue recreational activities.
- G. Violation of this provision is grounds for disciplinary action.

- H. Sick leave usage shall be recorded for each Fire Department member.
- I. A memo comparing individual usage of sick leave to the average Fire Department usage shall be sent to every member of the department on a yearly basis.
- J. This memo shall serve as:
 - 1. Congratulations if the individuals sick leave usage are below the departmental average.
 - 2. A cautionary note to monitor sick leave to avoid further punitive action.
 - 3. A warning if the individual's sick leave usage is above the departmental average.
 - 4. Notification requiring the individual to present a Certification of Illness for every day of sick leave used, if the individuals sick leave usage is above the Departmental average and the individual has been repeatedly warned.
 - 5. A warning that successive, excess uses of sick leave will affect evaluation and pay.
- K. Individuals required to furnish the Fire Department with a Certification of Illness shall:
 - 1. Be responsible to have, Certification of Illness, on hand.
 - 2. Bring the completed form at 0800 hours on the day the individual returns to work.
 - 3. Not be paid for the day of their absence if the Certificate of Illness is not brought in as described in this policy.
 - 4. Face disciplinary action if the documentation is not provided more than once.
- L. Absence because of illness, which extends beyond the employee's accumulated sick leave benefits may be charged to annual leave or leave without pay.
- M. Fire Department members requiring extended absence because of illness must present a physicians certificate to their Officer-In-Charge.
- N. In the event that a member requires an extended absence from his/her regular duties, but according to a physician is fit for light duty, he/she may return to work under the physician's guidelines.

1.04 ADVANCE OF SICK LEAVE

- A. Where absence of a permanent full-time employee is necessary because of a serious and extended illness, injury, or disability, which is not related to the performance of duties, the Fire Chief shall investigate the circumstances including the procurement of a physicians certificate.
- B. If the Fire Chief considers extraordinary sick leave to be justified, the Fire Chief shall approve it for an amount not to exceed 13 calendar days.
- C. If an employee is separated from service without having earned all of the sick leave allowed and taken, there shall be deducted from any money due him/her at the time of separation, an amount equal to his salary for the period of unearned sick leave allowed and taken.
- D. If the employee is medically certified as being unable to return to work after all accrued and/or advanced sick leave credits have been used, the employee shall be allowed to use any accrued compensatory or annual leave credits before being placed on leave without pay.
- E. Advance of sick leave will not be granted unless the employee has exhausted all available sick leave, annual leave and compensatory leave accounts.

1.05 SCOPE

This policy applies to any member of the Fire Department on sick leave.

1.06 RESPONSIBILITY

All members shall be responsible for abiding by Government and Department guidelines concerning usage of sick leave.

GUAM FIRE DEPARTMENT

ORGANIZATION	
Chapter:	V- Personnel Policies and Procedures
Subject:	Shift Trade
Code:	1-V-2
Revised:	Draft

2.01 PURPOSE

To provide a system for approval and control of shift trade requests thus allowing Fire Department members to take a normally assigned work shift off without having to use leave time or compensatory time off.

2.02 POLICY

- A. The member requesting the shift trade is responsible for submitting a "Shift trade" memorandum to his/her Officer in Charge. The request memo will be signed by the individual scheduled for duty and by the individual who will be the replacement.
- B. If the shift trade involves separate companies both Officers in Charge must approve the request and concurred by the District Commander(s).
- C. No member is allowed to shift trade with the opposite platoon.
- D. Personnel may not change duty with another member of the department if that individual cannot perform the same job and/or job functions.
- E. At no time will the required number of apparatus operators be allowed to fall below minimum requirements in order to accommodate a change of duty request.
- F. An approved change of duty shall be considered to be a normally scheduled work assignment or part thereof.
- G. It will be the responsibility of the approving officer(s) to document and insure that reciprocity does in fact, occur within the same pay period.
- H. A written change of duty request will not be required when a change will be for less than nine (9) hours. However, it will be required that the Officer-In-Charge on duty be notified of shift change.
- I. A shift trade memo will be required if the change is for nine (9) hours or more.
- J. Any member who signs a change of duty request form agreeing to work for another individual, but fails to report for duty at the time specified, will be marked as AWOL and will forfeit all pay for the time they were absent from duty.
- K. If the change of duty occurs on a holiday, the individual working during the holiday period will receive the holiday pay for the period worked.
- L. Any member who changes duty with another individual and fails to submit a change of duty form prior to making the change will be marked as AWOL and will forfeit all pay for the time they are absent from duty.

2.03 SCOPE

This policy is designed to provide a method whereby a member can take a normally assigned work shift, or part thereof, off, without having to use compensatory time or leave time. It is not intended to be used by members as a means of continuous relief from their normally assigned shifts.

2.04 PROCEDURE

- A. The shift trade request shall be submitted to District Commander(s) at least forty eight (48) hours in advance of the day the duty change is to occur.
- B. The change of duty form contains the following information:
 - 1. Names of members involved in the request
 - 2. Assignment (division/company).
 - 3. Dates and times involved.
 - 4. Hours of trade (total).
 - 5. Signatures of members requesting change and Officers in Charge.
 - 6. Date of request.
 - 7. District Commander's (or designates) signature and date.
- C. A copy with all approving signatures shall be submitted to District Commander(s).

GUAM FIRE DEPARTMENT

ORGANIZATION	
Chapter:	V- Personnel Policies and Procedures
Subject:	Holidays
Code:	1-V-3
Revised:	Draft

3.01 PURPOSE

To provide Fire Department personnel with information relative to approved Government holidays.

3.02 POLICY

- A. Fire Department Staff members shall be eligible for holidays as prescribed in the Government of Guam Personnel Rules and Regulations.
- B. The approved Government Holidays are as follows:

New Years Day	January 1
Memorial Day	Last Monday in May
Independence Day	July 4
Liberation Day	July 21
Labor Day	1 st Monday in September
All Souls Day	November 2
Veterans Day	November 11
Thanksgiving Holiday	4 th Thursday in November
Immaculate Conception	December 8
Christmas	December 25
- C. When an employee is absent from duty at the close of the work day immediately preceding a holiday, and at the beginning of the working day immediately following a holiday, and such absences are determine to have been on a leave without pay status, the employee shall not be considered eligible for compensation for the holiday under these rules, but shall be considered as on leave without pay status.
- D. Employees who are required, because of an emergency or other reasons, to work on holidays (or their equivalent day) shall be paid at a rate equivalent to double their hourly rate of pay exclusive of any additional pay, except as otherwise provided by statute.
- E. For purpose of these rules, holidays are declared to be those identified in these rules.

GUAM FIRE DEPARTMENT

ORGANIZATION	
Chapter:	V- Personnel Policies and Procedures
Subject:	Overtime
Code:	1-V-4
Revised:	Draft

4.01 PURPOSE

To provide policy and guidelines concerning overtime coverage for both scheduled and non-scheduled absences of on-duty fire personnel.

4.02 POLICY

The policy of overtime worked and compensations shall be as follow;

A. Coverage;

1. Upon the occurrence of overtime worked, covered classified employee shall be entitled to receive overtime compensation calculated at the rate of one and a half (1 ½) times the regular rate of pay for each hour or portion of the hour of overtime worked.
2. In determining the number of hours worked by an employee within a given workweek or work period, time spent off on annual, administrative, sick, compensatory time-off, other leave (with or without pay), or holidays will not be counted as time worked. Such time off with pay shall be included in straight time pay, but it is not included in computing whether a covered employee has worked in excess of 106 straight time hours in a pay period.
3. Any fraction of an hour worked of overtime shall be converted to the nearest fifteen (15) minutes.
4. Covered employees include those classes of positions that are not in the executive, administrative, and professional categories, as determined by the Civil Service Commission in accordance with the Fair Labor Standards Act.

B. Occurrence of overtime worked;

1. The Fire Chief may authorize overtime work in cases of emergency or when the best interest of the government service indicates that overtime work is required.
2. The Fire Chief shall hold hours worked by member of the department to 106 hours standard except in those cases where excessive hours of work are necessary because of weather conditions, necessary seasonal activities or emergencies.
3. The Fire Chief shall be responsible to determine that the provisions of overtime pay are administered in the best interest of government services. Recognizing that he/she is responsible for the manner in which overtime work is authorized, it is especially important to control unauthorized overtime worked.
4. The Fire Chief is responsible for internal controls, which will provide a means of reviewing and evaluating the use of overtime. The practice of overtime work will be subject to review by the Bureau of Budget and Management Research (BBMR).

5. Overtime worked will occur when an employee renders service under any of the following conditions;
 - a. The employee renders service in excess of 106 hours straight time hours per pay period.
 - b. The employee renders service on the employee's scheduled day off and there has been no change, by mutual consent or by due prior notice, in the work schedule.
- C. The Fire Chief shall arrange the employment and work program of the department in a manner, which overtime is not required except in emergency situations. Overtime work may be required for any of the covered employee in emergency situations as described below;
 1. Where an established post of duty must be covered twenty four (24) hours a day, and the employee is not available to cover that post on a given shift.
 2. When danger to life, health, or well being of the public, employee, patients, or other persons if a member is not required to be on duty or where danger to property is eminent.
 3. Other situations where the Fire Chief determines that the responsibilities prescribed for the department cannot be accomplished unless overtime work is authorized.
 4. Employees who work during emergency period declared by the Governor of Guam.
- D. Compensation for overtime worked;
 1. Payment for overtime worked shall be made no later than the next pay period after the overtime work is performed.
 2. Overtime compensation shall be at a rate of one and a half (1 ½) times the regular rate of pay for each hour, or portion of the hour of overtime worked.
 3. An employee who is surpasses the maximum 480 hours of compensatory time under the Fair Labor Standards Act, shall be paid cash wages of time and one half the regular rate of pay for overtime in excess of this maximum.
 4. The requirement that overtime must be paid after the 106 hours a pay period may not be waived by an agreement between management and the employee.
 5. In accordance with Section 4105(e), Title 4 of the Guam Code Annotated (GCA), no person shall be required to work overtime unless the employee has received certification by the Fire Chief that funds for overtime pay are available.
 6. In the absence of any funds for overtime compensations, compensatory time off shall be granted in lieu of overtime pay by mutual agreement between the employee and management, before work is performed. A record of this agreement must be kept with the Department of Administration.
 7. Employees who work during emergency periods as declared by the Governor of Guam, shall be compensated in the following ways;
 - a. Employees occupying permanent positions in the classified service or the unclassified service, except for Fire Chief or personnel whose regularly scheduled hours of work falls within such an emergency period, but whose presence is not required at work, shall be granted administrative leave. Employees not occupying permanent positions are not eligible for administrative leave.

- b. Employees occupying permanent positions in the classified service or unclassified service, except the Fire Chief or personnel whose regularly scheduled hours of work fall within such an emergency period, and who are required to report for, and be on duty, during such emergency period, shall be entitled to overtime pay for all hours worked, in addition to full compensation for any administrative leave taken.
- c. Employees occupying permanent positions in the classified service or unclassified service, except the Fire Chief or personnel whose regularly scheduled hours of work do not fall within such an emergency period, and who are required to report for, and be on duty, during such emergency period, shall be entitled to overtime pay for all such hours worked, including overtime, but not for administrative leave.
- d. In the event that a typhoon emergency period includes a legal holiday, then such employee required to report for, and be on duty, shall be entitled to overtime pay for all such hours worked, including overtime, in addition to full compensation for holiday leave.

4.03 RESPONSIBILITY

- A. The Fire Chief has overall responsibility for providing adequate overtime coverage to insure that departmental minimum staffing policies are maintained.
- B. All members are responsible to carry out the overtime assignments, which they receive in the same manner as they would a regularly scheduled duty assignment.

GUAM FIRE DEPARTMENT

ORGANIZATION	
Chapter:	III - Fire Department Organization
Subject:	Physical Fitness and Wellness Program
Code:	1-V-5
Revised:	Draft

5.01 PURPOSE

To establish a Wellness and Fitness Program as outlined in, Executive Order 98-21.

5.02 POLICY

This policy shall apply to all personnel assigned to Fire Administration Division and other civilian personnel.

- A. Every employee in the Guam Fire Department will be allowed the opportunity to participate in physical fitness and wellness activities. The department may survey their employees on the days and times the physical fitness and wellness program are to be conducted, and through a consensus, schedule the activities on those days and times.
- B. The Department will provide time during work hours but not more than one (1) hour and not more than three (3) days a week are allotted for physical fitness and wellness activities to the employee. The one-hour includes preparation time for the program, personal hygiene time after the program, and travel time back to the work place.
- C. Employees that elect not to participate in fitness or wellness programs are not to use the time allotted for the program for personal business and shall be at their place of work.
- D. Employees will be informed that the mission of the department takes immediate precedence over the program when schedules conflict; and that the time allotted for fitness and wellness activities, as scheduled, will not be accumulated by the employee.
- E. The Department shall neither schedule nor allow their employees to schedule a one day physical fitness and wellness program each week by combining the time allotted for the week.
- F. Supervisors shall be accountable for their subordinates' whereabouts during the physical fitness and wellness program. Likewise, the employees shall keep their supervisors informed on their activities. They must be thoroughly familiar with the department's fitness and wellness program policies and procedures and this policy.
- G. Employees participating in physical fitness and wellness programs offered outside the Government of Guam will be at their own expense. However, the Governor's Council on Physical Fitness and Sports will assist and work with the department to coordinate availability accessibility, and affordability of programs.

- H. Employees shall provide program schedules to their supervisors emphasizing their fitness level goals, types of exercise(s) and the time program will commence. The frequency of the exercise(s) should be at least 15 to 30 minutes in duration, three times a week.

5.03 PROGRAM

- A. The Department's designated Physical Fitness and Wellness Coordinator and Liaison Officer is the Fire Chief or his/her designee.
- B. The following is the Guam Fire Department's program should employees elect to participate in Physical Fitness and Wellness activities.
- C. Days allowed for the program will be from Monday through Friday. Saturday and Sunday hours would be the employee's choice, however, this would not allow the employee to take off during the regular workweek.
- D. Times allowed for the fitness program will be between 11 :00 am -2:00 pm or 4:00 pm to 5:00 pm. Based on these time allocation, the options are:

Option 1:

11:00am - 12:00pm	-Fitness Program
12:00pm -1:00pm	-Lunch

Option 2:

12:0pm - 1:00PM	-Fitness Program
1:00pm – 2:00PM	-Lunch

Option 3:

11:30am – 12:30pm	-Fitness Program
12:30pm – 1:30pm	-Lunch

Option 4:

4:00pm – 5:00pm	-Fitness Program
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- E. Employees can only participate in the physical fitness and wellness program for selected days(s) if the employee works a full day; for example, an employee cannot be on annual or sick leave for a half day and then come in and participate in the fitness program. Additionally, excess tardiness in the morning can cause management to suspend the employee's fitness program.
- F. Employees shall prioritize the Department's daily operations before engaging in their respective fitness program.

5.04 PROCEDURE

- A. Each employee shall sign the attached waiver of liability form before beginning his or her fitness program.

- B. Once the employee has decided which days, time, and places to exercise, each employee shall make a schedule (Appendix A) and submit it to their supervisor for approval. After approval from their supervisor is received, a copy shall be provided to the Physical Fitness and Wellness Coordinator. Each employee shall be responsible to provide copies and inform the Physical Fitness and Wellness Coordinator of any changes to the schedule.
- C. Guam Fire Department employees shall time-in/time-out when leaving the office for their fitness program. Since copies of schedules are filed with the Physical Fitness and Wellness Coordinator, the Coordinator shall provide a report of participating employees to the Fire Chief to verify the employee's timesheet. Therefore, it is very important that copies of the employee's fitness and wellness schedule and/or changes be provided to the Physical Fitness and Wellness Coordinator.
- D. Only one (1) hour a day, three (3) times a week is allowed for the program, should discrepancies be found on your time-sheet, the employee shall be charged leave for the time used beyond the one (1) hour.
- E. Examples of activities and suggested areas that one can participate in but are not limited to, are as follows:

ACTIVITIES

Aerobics, weight training, cardiovascular
Workouts, walking/jogging

Swimming

Bowling

In-line skating

SUGGESTED AREAS

Fitness Centers or gyms
Ypao Beach, Pales San
Vitores Road or Paseo
Stadium

Ypao Beach, Hilton Hotel
(Need to confirm), Agana
Swimming Pool

Central Lanes

Paseo Stadiums

Note that for areas without a facility, participants must have their activities acknowledged by the Physical Fitness and Wellness Coordinator. The acknowledgment initials are a must on the Accountability Sheet (Appendix B). It is important that the employee be at their scheduled place and time, performing their physical fitness and wellness program. Employees are not mandated to participate in physical fitness and well activities. Participation is a privilege and not a right. Any abuse of this privilege will result in removal from the program, as well as possible administrative action. Since the program is voluntary, neither personnel actions nor performance evaluations will reflect employee non-participation.

5.05 MEDICAL CLEARANCE AND HEALTH RISK QUESTIONNAIRE

- A. Medical clearance (Appendix C) and the individual health risk questionnaire (Appendix D) are requirements of the program guidelines and are integral components of physical fitness and wellness programs.
- B. Medical clearance must be obtained by the employee from a physician (at their own expense) and must include:
 - 1. Blood glucose level
 - 2. Blood pressure
 - 3. Body composition (height, weight, and body fat)
- C. The health risk assessment shall be filled out by the employee and along with the medical clearance be provided to the Department prior to embarking on a physical fitness and wellness program.
- D. If an employee opts not to seek medical clearance, the Department shall have the employee sign a statement indicating that they have decided not to obtain medical clearance and acknowledge the advice received from the Department for a medical clearance.
- E. Every participating employee shall complete the individual health risk assessment questionnaire regardless of medical clearance.
- F. Medical clearances and questionnaires shall be forwarded to the Physical Fitness and Wellness Coordinator, who will file both documents with the employee's fitness records. All materials filed with the Coordinator will be kept CONFIDENTIAL. Unless authorized by the employee, no one may have access to the records maintained by the Physical Fitness and Wellness Coordinator.
- G. The employee shall sign the Waiver of Liability Form (Appendix F) before engaging in their fitness program.

5.06 GUIDELINES TO EMPLOYEES FOR PHYSICAL FITNESS AND WELLNESS PROGRAM

The tremendous challenge in the Government of Guam's Fitness and Wellness Program will be the support it receives from the employees in terms of active participation and unwavering motivation for a healthier lifestyle. As employees of the Government, you, of course, are under closer scrutiny by the public and private sector than any other organization on Guam. In terms of wellness, this scrutiny is understandable for you are aid to serve the people and provide them with efficient and excellent service. Failure to serve and provide the service needed by the people would result in an unhealthy customer relationship. Your commitment and responsibility as an employee of the Government of Guam and the scrutiny that accompanies them are no different when you start your fitness and wellness program. Just as your appearance, experience, knowledge, and professionalism reflects on you, in your work, and in your department, so too will your conduct and action reflect on the success of the program.

The Guam Physical Fitness and Wellness Plan and the Government of Guam's Physical Fitness and Wellness Program are yours to use and participate in as government employees. It is a privilege that is extended to you to ensure that you enhance your fitness in mind, body, and spirit. In return for this privilege, your work productivity should increase while your absenteeism from work diminishes. It is a "give and take" credo in which both sides benefit.

The close scrutiny you will be attracting while in the program will either solidify the existence of the program or terminate it before it has a chance to develop. As mentioned, it is a privilege, which can be taken away. For those who make fitness and wellness programs an everyday part of their life, it won't be such a loss. But, for those who desire to have a program and need the time set aside as well as a motivational tool, it may be a great loss.

It is imperative that the employee practice, and assist others to exercise discipline, integrity, commitment as well as responsibility while engaged in fitness and wellness activities. Here are some ways to assist in making this program be a part of the Government Programs.

A. Medical Clearance and Health Risk Questionnaire

1. The requirement for a medical clearance and an individual health risk questionnaire is not for the Department's benefit but for your health and safety. You may have been able to run three to five miles per day when you were 25 years old. But now that you're older and had not even walked a distance from the farthest parking area to your office, you can't expect to be in the same fitness level as when you were 25 years old. However, there are individuals out there who think this way and who may wind up doing more harm to themselves while participating in a fitness activity. Time doesn't stand still and neither does your fitness level. It is not stored away for future use.
2. Following along the thought of time, as you mature with age, you may have picked up lifestyle habits that contribute negatively to your health and well-being. The end-product of these habits may be noticeable when you look in the mirror and notice that your head is directly attached to your shoulder without any outline separating the two, or you get in your car and it tilts to your side, or nearly choking when you cough or your coughing becomes an alarm clock for your neighbors, or the room doesn't want to stop spinning when you wake up the next morning after a night out. All of these, after a while, become just another part of your everyday life and with time, becomes an inherent part of you.
3. The health risk questionnaire is a tool that you can use to increase your awareness and knowledge of your health and wellness as well as to emphasize areas in your lifestyle that may be a potential health risk factor. There are no right and wrong answers on the questionnaire. It is not used to compare you with other employees. Your honesty in answering will provides you with information on areas that you are making the right choices and areas that may need improvement. Thus, it is a valuable tool for you. You should fill out the questionnaire and present it to your physician when obtaining your medical clearance.
4. The medical clearance with the screening information and the health risk assessment questionnaire should be filed with your Physical Fitness and Wellness Coordinator. These two documents will be treated as **CONFIDENTIAL** documents and only you can authorize their release to other people.

B. Discipline and Commitment

1. As previously mentioned, the close scrutiny you will be attracting while in the program will either solidify the existence of the program or terminate it before it has a chance to develop. The privilege to participate in physical fitness and wellness programs is a good motivational tool. But the best motivation is one that is driven by discipline and commitment to achieve self-efficiency and self-esteem.
2. Like most programs, their novelty will attract numerous participants. After a few weeks or months, the novelty wears out and participation dwindles. When this occurs, the programs are reviewed and either modified or phased out. Re-instituting the program would require more work in convincing the employer of its benefits and chances for reconsideration may be slim to none.
3. You must have a firm commitment in your goal to be fit in mind, body, and spirit. With overwhelming commitment, the discipline required of you from your Department will fall into place. Thus, the program will continue to benefit you and your Department. Additionally, as the novelty of the program begins to wear off, both discipline and commitment will revitalize your endeavors to improve your health and well-being. The following guidance is provided to assist you in your efforts of a healthy mind, body, and spirit.
4. After being medically cleared for physical fitness and activities and have assessed your behavioral risk factors, establish a realistic physical fitness goal that you want to achieve.
 - a. Select the fitness activities that will meet your goal and enjoy doing at the same time. When selecting fitness activities, choose those that are within your abilities and capabilities in terms of your current physical state, time, money, and material. Don't jump into an expensive fitness program or buy expensive fitness equipment or machines.
 - b. Start your activities at your current abilities and gradually build yourself up toward the goal you have established for the program. Remember to warm up and stretch before exercising, cool-down and stretch during and after the activity.
 - c. Schedule and perform fitness activities at least three times a week ensuring that each exercise sessions last at least 15 to 30 minutes. A variety of fitness activities should be integrated into your program to make it more enjoyable.
 - d. Think of positive things about what you are trying to achieve when your mind starts drifting off and your motivation diminishes.
 - e. Avoid making excuses for slowing down or stopping your participation.

C. Responsibility and Accountability

1. Besides the discipline and commitment, you must be responsible and account for your action while participating in the program. It is a mutual arrangement between you, the Department, and your co-workers.
2. The Fire Chief is responsible for your health, safety, and welfare at the work place. The Fire Chief is accountable to the Governor and the people for the actions of the Department. Any program that is instituted within the Department, successful or not, is managed by the Fire Chief. Thus, he or

she is held accountable for the success or failure of programs within the Department. With this in mind, there must be reciprocity between you, the Department, and co-workers in being responsible and accountable while participating in the program. Any inappropriate conduct you do (i.e., abuse of the privilege) in the program will affect your co-workers' privileges. Likewise, inappropriate conduct by your co-workers will affect you. It is a matter of policing ourselves to ensure that the program is not taken away or receives negative publicity.

3. There are several methods or procedures that can be used to ensure accountability and responsibility. These methods or procedures may differ from department to department but the ideal behind them will be the same. If the method or procedure for accountability is not in place, your best bet is to use your initiative and do the following.
 - a. Make a schedule of your fitness program, which will include the date, time, and location and get it approved by your supervisor. Provide a copy to them and to the Physical Fitness and Wellness Coordinator. Ensure that changes to the schedule are also provided to them.
 - b. Your division or unit should have a sign-out and sign-in board or procedure. You should have been using or following it whenever you leave the office. Departing your work area for your physical fitness and wellness program should not be an exception.
 - c. If your fitness program utilizes fitness centers, then make arrangements with the manager of the centers to provide a sign-in roster for your supervisor to inspect periodically.
 - d. Most important, be at your appointed place and time doing your physical fitness and wellness program.

5.07 YOUR PROGRAM, YOUR HEALTH, YOUR PLAN

The concept of fitness and wellness is for your health and wellness, be prudent, act wisely, and enjoy the program.

The Governor's Council on Physical Fitness and Sports will make information on fitness, sports, and wellness activities available through newsletters, flyers, and brochures. It is the Council's way of keeping in touch for your fitness in mind, body, and spirit.

**GUAM FIRE DEPARTMENT
PHYSICAL FITNESS AND WELLNESS PROGRAM
ACTIVITY SHEET
(APPENDIX A)**

Date: _____

Employee Name: _____

Time	Type of Activity	Place or Facility

Approval of Supervisor:

Name:	<div style="border-bottom: 1px solid black; height: 1.2em;"></div>
	(Print Name)
Signature:	<div style="border-bottom: 1px solid black; height: 1.2em;"></div>
Date:	<div style="border-bottom: 1px solid black; height: 1.2em;"></div>

**GUAM FIRE DEPARTMENT
PHYSICAL FITNESS WELLNESS PROGRAM
ACTIVITY SHEET
(APPENDIX B)**

Employee Name: _____

Notes: Administrative hours shall be one (1) hour per day, not to exceed three (3) hours per week. Attendance shall be acknowledged by facility staff or certified by assigned physical fitness and wellness coordinator.

DATE	TIME	ACKNOWLEDGED BY

**GUAM FIRE DEPARTMENT
STATEMENT OF MEDICAL CLEARANCE/
MEDICAL CLEARANCE WAIVER STATEMENT
(APPENDIX C)**

I, _____ do not have any medical problems or conditions that would preclude me from participating in physical fitness and wellness activities. I understand that it is my responsibility to obtain medical clearance, at no cost to the government, prior to participating in physical fitness and wellness programs. Furthermore, should I incur any injury or injuries while performing physical fitness and wellness activities, I will be liable and responsible for the medical care and services provided to me.

Signature

Date

Medical Clearance Waiver Statement

I, _____ (Circle below whichever is applicable)
(PRINT FULL NAME)

- Elect to participate in physical fitness and wellness programs without medical clearance
- Do have medical problem(s) or condition(s) that would hinder my participation in fitness and wellness activities.

I understand that it is my responsibility to obtain medical clearance, at not cost to the government, prior to participating in physical fitness and wellness programs. Furthermore should I incur any injury or injuries that increases my medical problem(s) or condition(s) while performing physical fitness and wellness activities, I understand and acknowledge that I am liable and responsible for the medical care and services provided to me.

Signature

Date

**PHYSICAL FITNESS AND WELLNESS PLAN
HEALTH RISK ASSESSMENT QUESTIONNAIRE
(APPENDIX D)**

Section A - Physical Fitness

Circle answer

- | | | | |
|----|--|---|---|
| 1. | Do you exercise or play a sport for at least 30 minutes, three or four times a week? | Y | N |
| 2. | Do warm up and cool down by stretching and after exercising? | Y | N |
| 3. | Do you fall into the appropriate weight category for someone your height and gender? | Y | N |
| 4. | In general, are you pleased with the condition of your body? | Y | N |
| 5. | Are you satisfied with your current level of energy? | Y | N |
| 6. | Do you use the stairs rather than escalators or elevators whenever possible? | Y | N |

Add all answered yes and multiply it by 16.6, Shade in the final answer on the graph. (Appendix E)

Section B - Family History: Has anyone in your family had any of the following?

- | | | | |
|----|--|---|---|
| 1. | Heart attack before age 40? | Y | N |
| 2. | High blood pressure requiring treatment? | Y | N |
| 3. | Diabetes? | Y | N |
| 4. | Glaucoma? | Y | N |
| 5. | Gout? | Y | N |
| 6. | Breast cancer? | Y | N |

Add all answered yes and multiply it by 16.6, Shade in the final answer on the graph. (Appendix E)

Section C - Self Care and Medical Care

- | | | | |
|-----|---|---|---|
| 1. | Do you floss your teeth daily? | Y | N |
| 2. | Do you have dental check up at least once a year? | Y | N |
| 3. | Do you use sunscreen regularly and avoid extensive exposure to the sun? | Y | N |
| 4. | For women: Do you examine your breasts for unusual changes of lumps at least once a month? | Y | N |
| 5. | For Men: Do you examine your testicles for unusual changes or lumps at least once every three months? | Y | N |
| 6. | Do you usually know what to do in case of illness or injury? | Y | N |
| 7. | Do you avoid unnecessary X-rays? | Y | N |
| 8. | Do you normally get an adequate amount of sleep? | Y | N |
| 9. | Have you had your blood pressure checked in the last year? | Y | N |
| 10. | For women: Have you had a pap smear done within the last two years? | Y | N |

- | | | |
|---|---|---|
| 11. If you are over forty: Have you had a test for glaucoma within the last four years? | Y | N |
| 12. If you are over forty: Have you had a test for hidden blood in your stool within the last two years? If over fifty, within the last year? | Y | N |
| 13. If you are over fifty: have you had at least one endoscopic exam on the lower bowel? | Y | N |

Add all answered yes and multiply it by 7.6, Shade in the final answer on the graph. (Appendix E)

Section D - Eating Habits

- | | | |
|--|---|---|
| 1. Do you drink enough fluids so that your urine is a pale yellow color? | Y | N |
| 2. Do you try special or fat diets? | Y | N |
| 3. Do you add salt to foods during cooking and at the table? | Y | N |
| 4. Do you minimize your intake of sweets, especially candy and soft drinks, and avoid adding sugar to foods? | Y | N |
| 5. Is your diet well balanced (including vegetables, fruits, breads, cereals, dairy products and adequate sources of protein)? | Y | N |
| 6. Do you limit you intake of saturated fats (butter, cheese, cream, and fatty meals)? | Y | N |
| 7. Do you limit your intake of cholesterol (eggs, liver, meats)? | Y | N |
| 8. Do you eat fish and poultry more often than red meats? | Y | N |
| 9. Do you eat high fiber foods (vegetables, fruits, whole grain) several times a day? | Y | N |

Add all answered yes and multiply it by 11, Shade in the final answer on the graph. (Appendix E)

Section E – Alcohol, Nicotine, and other Drug Use

- | | | |
|--|---|---|
| 1. Do you smoke cigarettes, cigars, or a pipe, chew tobacco, or use other drugs? | Y | N |
| 2. Do you limit yourself to no more than two drinks a day? | Y | N |
| 3. Have family members or friends ever commented on or complained about your drinking or use of other drugs? | Y | N |
| 4. Have you been unable to recall things you did when you were drinking or using other drugs? | Y | N |
| 5. Do you alcohol or other drugs as a way of handling stressful situations or problems in you life. | Y | N |
| 6. Do you read and follow the label directions when using prescribed and over the counter drugs? | Y | N |

Add all answered yes and multiply it by 16.6, Shade in the final answer on the graph. (Appendix E)

1.	Do you drive after drinking alcohol or using other drugs, or ride with drivers who have been drinking or using other drugs	Y	N
2.	Do you obey traffic rules and stay within the speed limit when you drive?	Y	N
3.	As driver and passenger, do you wear a seat belt at all times?	Y	N
4.	Are the vehicles you drive well maintained?	Y	N
5.	Do you smoke in bed?	Y	N
6.	Are you informed and careful when using potential harmful products or substances, such as household cleaners, poisons, flammable, solvents, and electrical devices?	Y	N
7.	Do you own a gun?	Y	N
Add all answered yes and multiply it by 14.2, Shade in the final answer on the graph. (Appendix E)			

Section G – Intellectual life, Values, and Spirituality

1.	Are you interested in, and keep up to date on, social and political issues?	Y	N
2.	Are you satisfied with what you do for entertainment?	Y	N
3.	Do you engage in creative and stimulating activities as often as you would like?	Y	N
4.	Are you satisfied with the degree to which your work is consistent with your values?	Y	N
5.	Are you satisfied with the degree to which your leisure activities are consistent with your values?	Y	N
6.	Is it difficult for you to accept the values and lifestyles of others when they are different from your own?	Y	N
7.	Are you satisfied with your spiritual life?	Y	N
Add all answered yes and multiply it by 14.2, Shade in the final answer on the graph. (Appendix E)			

Section H – Stress and Social Support

1.	Are you satisfied with the amount of excitement in your life?	Y	N
2.	Do you find it easy to laugh?	Y	N
3.	Do you hold in your angry feelings without expressing them?	Y	N
4.	Do you make decisions with minimum stress and worry?	Y	N
5.	Do you anticipate and prepare for events or situations likely to be stressful?	Y	N
6.	Do you include relaxation times as part of your daily routine?	Y	N
7.	Have you had to make difficult readjustments at home or work in the past year?	Y	N
8.	Has a family member or close friend died, been seriously ill, or		

	been injured in the past year?	Y	N
9.	Are you a chronic worrier, subject to guilt feelings or self-punishment?	Y	N
10.	Have your health, eating, or sleeping habits changed as a result of a stressful incident or situation during the past year?	Y	N
11.	Are you ready to fall asleep when it is time to sleep through the night uninterrupted?	Y	N
12.	Do you wake up feeling rested?	Y	N
13.	Do you have one or more persons with whom you can discuss personal concerns, worries, or problems?	Y	N
14.	Do you feel respected or admired?	Y	N
15.	Is there someone to turn to if you need help, such as to lend you money?	Y	N
16.	Are you satisfied with the support you provide to others?	Y	N

Add all answered "yes" and multiply it by 6.2, Shade in the final answer on the graph. (Appendix E)

Section I – Sexuality

1.	Are you satisfied with your level of sexual activity?	Y	N
2.	Are satisfied with your sexual relationship?	Y	N
3.	Are you satisfied with your use/non-use of contraceptives?	Y	N
4.	Are you satisfied with your use/non-use of "safer sex" practices?	Y	N

Add all answered "yes" and multiply it by 25, Shade in the final answer on the graph. (Appendix E)

Section J - Environment

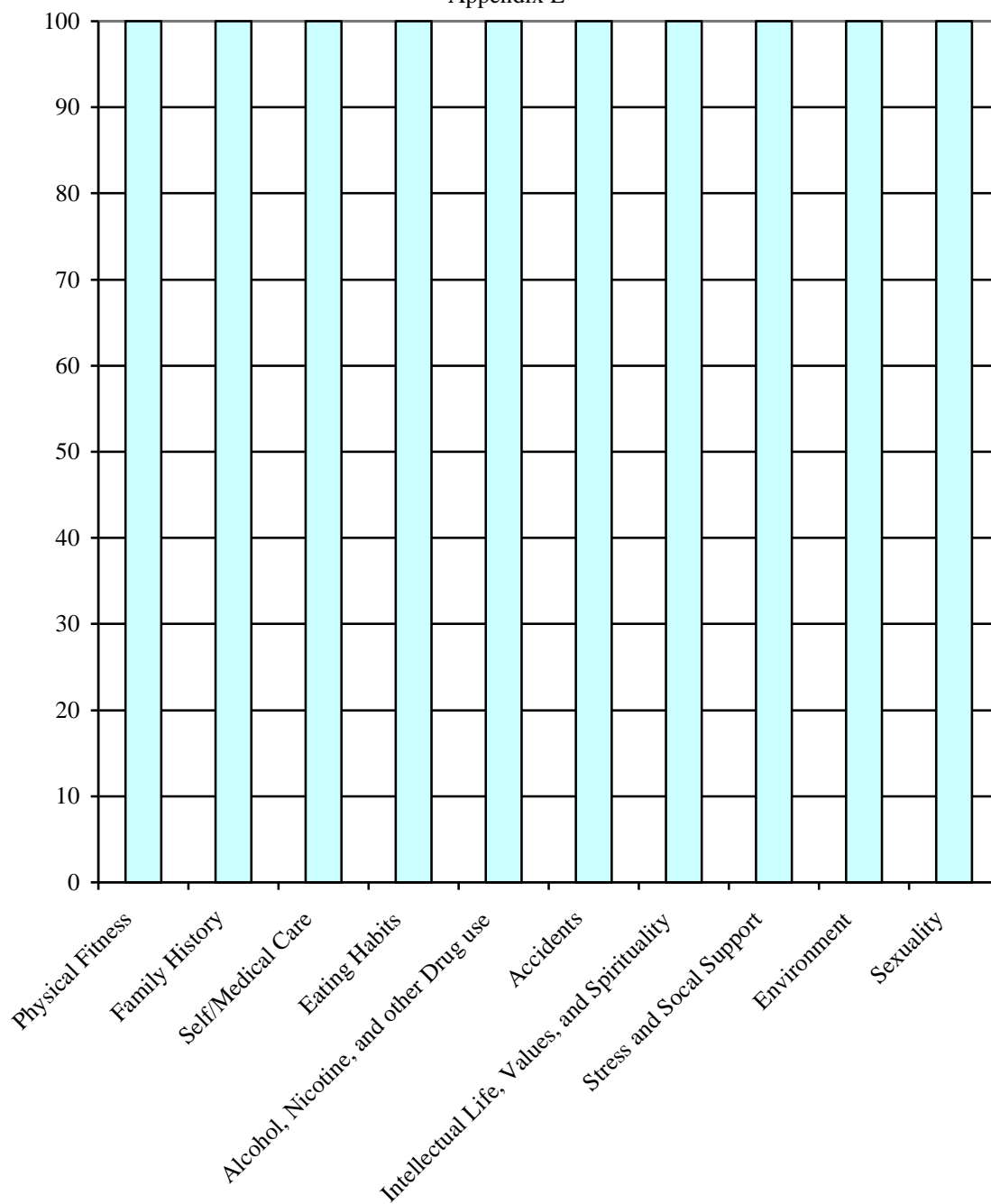
1.	Are you often in an environment that has significant air and/or noise pollution?	Y	N
2.	Are you often exposed to asbestos, vinyl chloride, formaldehyde, or other toxins?	Y	N
3.	Do you miss many days at work due to illness or just not feeling up to it?	Y	N
4.	Do often sit for periods of more than an hour at a time?	Y	N
5.	Are you satisfied with your ability to plan your workload?	Y	N
6.	Do you receive adequate feedback to judge your performance?	Y	N
7.	Are you satisfied with your balance between work and leisure time?	Y	N

Add all answered "yes" and multiply it by 14.2, Shade in the final answer on the graph. (Appendix E)

Evaluating the questionnaire

Sections that are completely shaded:	You are making healthy behavior and the lifestyle choice in these areas. Continue and keep up the good work
Sections that are partially shaded:	With a little more awareness and effort in these areas, you could improve the quality of your life and possibly live longer.
Sections that are barely shaded or not shaded at all:	There is significant room for increasing your health and satisfaction in these areas. Work first on those areas where you are mostly to be successful, then tackle the tougher sections.
None:	This grading system doesn't apply to section B, since you have no control over your family history. If you answered "yes" to several questions about family history, try to compensate by concentrating in the other areas over which you do have control.

Appendix E



**GUAM FIRE DEPARTMENT
PHYSICAL FITNESS and WELLNESS PROGRAM
WAIVER OF LIABILITY
(APPENDIX F)**

I, the undersigned, an employee of the Guam Fire Department acknowledge the following:

1. The Guam Fire Department has established a Physical Fitness and Wellness Program, hereinafter referred to as the "Guam Fire Department, Physical Fitness and Wellness Plan".
2. The Department's plan is in accordance to Executive Order 98-21, relative to implementing the Government of Guam Physical Fitness and Wellness Program, signed and promulgated on August 2000.
3. I have read the Guam Fire Department's Physical Fitness and Wellness Program and understand that it is offered as a benefit to me, and is an opportunity to increase my physical and mental fitness.
4. I may not engage in any dangerous activities during the Program and I am free, having been encouraged by the Guam Fire Department, to choose the activity that is safest for me.

In consideration of the Guam Fire Department for extending the opportunity to participate in the program, I for myself and anyone entitled to act on my behave, hereby waive and release the Guam Fire Department management, employees and their representatives from all claims or liabilities of any kind arising out of my participation in this program.

Print Name of Employee

Date

Signature of Employee

Acknowledged by:

Supervisor

Fire Chief

GUAM FIRE DEPARTMENT

ORGANIZATION	
Chapter:	V- Personnel Policies and Procedures
Subject:	Leave of Absence
Code:	1-V-6
Revised:	Draft

6.01 PURPOSE

To provide Fire Department members with a list of various types of approved Leaves of Absences and policy relative to leave approvals.

6.02 POLICY

- A. Fire Department members shall abide by the Department of Administration Personnel Rules and Regulations, and the Fire Department policies, contained in the Operations Manual, concerning the various types of Leaves of Absence.
- B. Request for the various types of leave by department members shall be made according to those procedures contained within this policy.

6.03 SCOPE

The term "Leave of Absence" as used shall mean all those types of leave listed in this policy.

6.04 TYPES OF LEAVE

The following is a list of the various types of leave:

- A. Administration Leave:
 1. Attendance at Official Meetings/Conferences On or Off-Island
 - a. Employee shall initiate a written request for an excused absence citing the purpose of the meeting/conference, dates involved and costs, if any, to the appointing authority.
 - b. The appointing authority will evaluate the relative costs, availability of funds, potential for the employee's development, and desirability of government representation when approving the attendance at on or off island meetings and conferences.
 - c. Upon approval of the request, a copy shall be provided to both the employee and the payroll office.
 2. Jury Duty
 - a. An employee, who is called for jury duty in any court on the Island of Guam, shall be excused from duty with full pay and without charge to leave for all hours required for such duty, not to exceed the number of hours in the employee's normal workday. However, if the jury duty does not require absence for the entire workday, the employee shall return to duty immediately upon release by the court.
 - b. An employee called for jury duty is required to show the jury Duty Call Notification to his supervisor.
 - c. Supervisors are responsible for advising employees that all compensation earned for such jury service, except allowances for travel, must be paid to the Government of Guam, in accordance with

Section 6505, Chapter 6, Title 4 of the Guam Code Annotated. An employee may elect to request for annual leave for the purpose of jury duty service, in which case the employee may keep the compensation earned for such jury duty.

3. Participation as a Competitor in a Government of Guam Personnel Examination or Interview.
 - a. Employees who are participating in a competitive examination or interview for government of Guam employment, shall be excused from work with pay, and without charge to leave for the time required for the examination or interview. Employees are required to report to their work location after completion of the examination or interview.
 - b. Employees must advise their supervisor in advance of the need for excused absence to participate in a scheduled examination or interview. This notice should be given as soon as the employee receives information of the scheduled date and time of examination or interview.
4. Participation in Examination for Military Service.
 - a. An employee, who is scheduled to appear for an examination for entrance into the United States military service, shall be excused from work with pay and without charge to leave for the time required for the examination.
5. Natural Disasters and Other Emergency Conditions
 - a. Excused absences with pay and without charge to leave shall be granted to employees when natural disasters or other emergency conditions create unsafe working conditions.
 - b. Excused absence, for natural disaster or other emergency conditions, may be granted only when there has been an official proclamation of the hazardous conditions by Executive Order, or an equivalent announcement by the Governor.
 - c. When the Governor declares a State of Emergency, the appointing authority shall determine whether affected facilities or portions thereof, which are located in the area covered by the Executive Order or proclamation, are to be closed.
 - (1) Except for those employees determined by the appointing authority to be necessary for providing essential services, employees shall be released from duty with pay, without charge to leave, for the period the facility is closed.
 - (2) Those employees, required to remain on duty to provide essential services, shall be paid at double the regular rate, or granted compensatory leave credits for the hours worked during the period the facility is closed and the other employee are on excused leave.
 - d. Employees who are on annual or sick leave status when an emergency condition is declared by Executive Order, or announcement by the Governor and are not required to report to duty shall be considered as released from duty with pay without charge to leave for the period the work facility is closed.
6. Participation in Officially Sanctioned Events

- a. An employee, who is a participating member of an official Guam delegation, which is sanctioned by the Governor, shall be excused from duty with pay and without charge to leave, for a period not to exceed five workdays in a calendar year.
- 7. Absence Pending Formal Investigation
 - a. An employee, who is under formal investigation by a department/agency for misconduct, or violation of a rule or statute, may be placed on excused absence from duty without charge to leave, not to exceed 10 workdays when the employee's absence from the work location is essential to the investigation.
- 8. Disabled Veteran's Reexamination or Treatment
 - a. An employee, who has been rated by the Veterans Administration to have incurred a service-connected disability and has been scheduled by the Veterans Administration to be reexamined or treated for such disability shall, upon presentation of written confirmation of having been so scheduled, be excused from duty without charge to leave for such reexamination or treatment. Excused absences shall not exceed five workdays in any calendar year. Thereafter, the employee may utilize other forms of leave as provided in these rules.
- 9. Volunteer Services During Disasters/Emergencies
 - a. An employee who performs volunteer services, privately or as a member of an organization, in times of civil unrest, disasters, search and rescue operations, and other civil emergencies shall be excused from duty with pay, without charge to accrued leave not to exceed two workdays.
- 10. Bereavement Leave
 - a. An employee, upon request, shall be granted two days of excused absence with pay, and without charge to leave upon the death of any member of the employee's immediate family.
 - b. Each employee requesting bereavement leave due to a death in the immediate family shall submit a request to the appointing authority stating the name of the deceased and the relationship to the deceased.
- 11. Maternity Leave
 - a. General Provisions of Leave Related to Pregnancy.
 - (1) Pregnant employees are responsible for notifying their supervisor, in advance, of their intention to request leave for maternity purposes including the type of leave, approximate dates and anticipated date of return of duty, to allow the agency time to prepare for any staffing adjustments which may be necessary.
 - (2) The Supervisor is responsible for providing gainful employment and making use of the employee's skills for as long as the employee is not incapacitated for duty.
 - (3) Sick leave shall be made available during pregnancy to cover for physical examinations and periods of incapacitation based on certification by the employee's physician.
 - (4) An employee may request for annual or sick leave, or leave without pay (in addition to the authorized maternity leave) to

provide for a reasonable period of adjustment, or to make arrangements for the care of the child. The appointing authority shall grant such additional leave requirements.

(5) An employee who wishes to return to work following delivery and confinement shall be assured continued employment in her position or a position of like seniority, status and pay upon presentation of her personal physician's certification of fitness for duty.

(6) The marital status of the pregnant employee shall not adversely affect her right to continued employment or use of leave.

b. Granting of Maternity Leave

(1) Maternity leave shall be granted to a female employee occupying a permanent position who is absent from work as a result of childbirth. Such maternity leave shall not exceed 10 working days (1 month) encompassing the date of childbirth. Any additional leave taken for such childbirth purpose, may be charged against accumulated sick leave, or may be unpaid leave, at the option of the employee.

(2) Total leave, whether maternity, sick or unpaid leave, shall not exceed six months without approval of the employee's supervisor.

12. Paternity Leave

a. Paternity leave shall be granted to a male employee occupying a permanent position upon the birth of a child, or children by his wife, including common-law.

b. Paternity leave shall not exceed 10 working days (1 month) of paid leave and must encompass the date of childbirth.

c. Additional leave taken for such purpose may be charged against accumulated sick leave, or may be unpaid leave. Total leave, whether paternity, sick or unpaid leave, shall not exceed two months without approval of employee's supervisor.

13. Military Training Leave

a. An employee who is a member of a Reserve Component of the U.S. Armed Forces including the Air or Army National Guard, shall be entitled to military training leave with pay, and without charge to annual leave, not to exceed 15 calendar days per fiscal year.

b. The employee shall submit a copy of his military orders or other documents which place the employee on military training, to the appointing authority.

c. A copy of the official orders shall be filed in the employee's personnel file.

d. Any absence in excess of 15 calendar days may, upon request by the employee and approval of the appointing authority, be covered by accrued annual leave credits or accrued compensatory leave credits. If not requested by the employee or approved by the appointing authority as annual or compensatory time off leave, such absences in excess of 15 calendar days shall be considered as leave without pay.

- e. Weekly or monthly drills will be attended on the employee's own time.

14. Educational Leave With Pay

- a. A department of agency desirous of establishing a program where employees are allowed to take educational leave with pay must have the program approved by the Director in accordance with rules adopted by the Department of Administration.
- b. An employee may be granted excused absence from duty with pay, and without charge to leave to attend on a full time basis, a college, university, or training academy for not more than the equivalent of 2,080 hours of pay status for the purpose of receiving training that is of clearly foreseeable benefit to the department or agency.
- c. The granting of educational leave with pay shall be in accordance with the department's/agency's approval program and with the Department of Administration's In-service Training Agreement and Regulations.
- d. Only employees who have completed their original probationary period are eligible to participate in this program.

B. Annual Leave

- 1. Policy – The appointing authority shall afford an opportunity for employees to take leave, and particularly to avoid, whenever possible, loss of leave by forfeiture. However, the appointing authority may deny annual leave when the services of the employee are required after good faith consideration of the employee's request and operational requirements.
- 2. Request for annual leave shall be submitted to the appropriate supervisor by the employee, at least 48 hours in advance, for leaves in excess of 40 consecutive hours; and 24 hours in advance for leaves less than 40 hours, in order to avoid unnecessary distribution of work. Reasonable consideration shall be afforded for emergency situations.
 - (i) Minimum Charge for Annual Leave – An Employee who uses annual leave in an amount of time which is less than a full hour, shall be charged leave daily according to the following table:

(ii)	<u>Minutes Used</u>	<u>Time Charged</u>
	<u>(Minutes)</u>	
	0-14	00
	15-30	30
	31-60	60

C. Sick Leave (Refer to 1-V-1)

D. Leave Without Pay (examples):

- 1. Educational purposes
- 2. The purpose of recovery from illness or disability
- 3. The purpose of caring for a child upon birth or adoption
- 4. The purpose of providing care to a spouse or child who is ill or disabled
- 5. Military Leave Without Pay –special provision.

E. Unauthorized Leave of Absence from Duty (AWOL)

F. Family and Medical Leave (Family and Medical Leave Act) Leave of absence, for a maximum of 12 weeks during any 12 month period under one of the following reasons:

- 1. The birth of a child of the employee and the care of such a child.

2. The placement of a child with the employee for adoption or foster care.
3. The care of a spouse, child, or parent with a serious health condition.
4. A serious health condition of the employee.

GUAM FIRE DEPARTMENT

ORGANIZATION	
Chapter:	V- Personnel Policies and Procedures
Subject:	Grievance Procedures
Code:	1-V-7
Revised:	Draft

7.01 PURPOSE

To provide policy guidelines for an effective and acceptable means for employees to bring problems and complaints concerning their well being at work to the attention of their supervisors.

7.02 POLICY

- A. It shall be the policy of this department to abide by the grievance procedures contained within the Government of Guam Rules and Regulations.
- B. It shall be the policy of this department to make an earnest endeavor to settle grievances as near as possible to their point of origin. There shall, however, be no attempt made to block or obstruct any grievance from completing the entire process.
- C. Members shall be assured freedom from reprisal for using the grievance procedure. This does not, however, confer the right upon anyone to make slanderous or libelous statements, or take any other action otherwise prohibited by law.

7.03 DEFINITION

- A. A grievance shall be a complaint or dispute by an employee relating to his or her employment including but not limited to:
 - 1. Disciplinary actions, including dismissals, disciplinary demotions, or suspensions
 - 2. The application of personnel policies, procedures, rules and regulations.
 - 3. Acts of retaliation as the result of utilization of the grievance of another Government employee.
 - 4. Complaints of discrimination on the basis of race, color, creed, national origin, sex, age, disability or political affiliation.
 - 5. Sexual harassment.
 - 6. Acts of retaliation because the employee has complied with any law of the United States or of Guam, has reported any violation of such law to the governmental authority, or has sought any change in law before the national or local legislative bodies.
- B. The following actions are not covered by these grievance procedures:
 - 1. Disqualification of an applicant
 - 2. Disqualification of an eligible
 - 3. Examination rating
 - 4. Removal during original probationary period
 - 5. Appeals from classification determination
 - 6. Appeals of adverse personnel actions
 - 7. Allegations or complaints of discrimination

8. Appeals of performance evaluations.

7.04 PROCEDURE

**REFER TO DEPARTMENT OF ADMINISTRATION, PERSONNEL RULES
AND REGULATIONS, GRIEVANCE PROCEDURES**

GUAM FIRE DEPARTMENT

ORGANIZATION	
Chapter:	V- Personnel Policies and Procedures
Subject:	Emergency Relief
Code:	1-V-8
Revised:	Draft

8.01 PURPOSE

To provide Fire Department members with the policy and guidelines concerning emergency relief.

8.02 POLICY

- A. In the event of an urgent emergency involving an on-duty member's family, said member may request, through the Officer-In-Charge, to be relieved from duty on an emergency basis.
- B. The Officer-In-Charge shall determine the urgency of the situation and may proceed as per one of the following:
 1. If the situation warrants immediate relief of the member and current conditions will allow, said member might be released as soon as possible without waiting for the arrival of a qualified relief member.
 2. If the situation is one, which requires relief of the member, but is not urgent, said member may be released upon the arrival of a qualified relief member.
- C. The involved officer shall make appropriate log entries and changes to payroll records.
- D. The Officer-In-Charge shall insure that proper coverage is provided whenever a member is relieved under emergency conditions.

8.03 SCOPE

- A. Emergency relief is designed to provide members with a means of being relieved from duty due to a personal emergency.
- B. Emergency relief should be requested by members only when a legitimate emergency situation exists.

8.04 PROCEDURE

- A. A member in need of emergency relief shall contact his immediate supervisor and request it.
- B. The involved supervisor shall use sound judgment in determining the urgency of the situation.
- C. The District Commander shall be notified as soon as possible.
- D. The appropriate entries to logs and records shall be made.
- E. Minimum staffing requirements shall be maintained.

GUAM FIRE DEPARTMENT

ORGANIZATION	
Chapter:	V- Personnel Policies and Procedures
Subject:	Off Duty Employment
Code:	1-V-9
Revised:	Draft

9.01 PURPOSE

To establish Fire Department policy relative to off-duty employment.

9.02 POLICY

- A. Fire Department members who participate in outside off-duty employment are subject to the policies contained herein.
- B. Members shall submit an outside employment request to the Fire Chief, for approval stating the intended work involved prior to employment. Request should state type of business, address, hours of employment, contact number and name of immediate supervisor.
- C. Members shall not conduct any outside business, employment or transactions while utilizing Government telephones.
- D. Fire Department equipment and facilities shall not be used to conduct or support any outside business or employment engaged in by any member.
- E. Members shall not be involved or engaged in any outside business or employment which may:
 - 1. Obstruct, impede or hinder Fire Department operations in any way or form.
 - 2. Bring discredit or criticism upon the Fire Department.
 - 3. Cause conflict of interest relating to their position within the Fire Department.
- F. Members shall not utilize the Fire Department name or their position within the department to further outside business or employment.
- G. Until such time as the Fire Chief rules otherwise, and as long as the efficiency of the employee is not lessened in carrying out his/her duties with the Fire Department, off-duty employment will be permitted. This privilege may be revoked at any time signs of abuse or reduction in efficiency are noted.

9.03 SCOPE

Off-duty or outside employment shall be considered to be any gainful occupation (other than the Fire Department) requiring time and energy, whether working for others or self-employed.

GUAM FIRE DEPARTMENT

ORGANIZATION	
Chapter:	V - Personnel Policies and Procedures
Subject:	Injury/Illness Industrial
Code:	1-V-10
Revised:	Draft

10.01 PURPOSE

- A. To establish uniform guidelines regarding the reporting of injuries and/or illnesses which are suffered by Fire Department members in the course of or as a result of their official duties.
- B. To establish Fire Department policy in relation to on-duty injury and/or illness.

10.02 POLICY

- A. All injuries and/or illnesses occurring to Fire Department members, arising from the performance of their official duties, shall be reported on Workmen's Compensation Form and signed by the Officer-In-Charge within twenty-four (24) hours of the injury. Additional forms, which must be completed, are the: Supervisor's Incident Report, Authorization for Medical Treatment Form.
- B. The on-duty District Commander shall be notified immediately of on-duty injuries and/or illnesses occurring to Fire Personnel.
- C. The Deputy Fire Chief shall be notified as soon as possible if any member of the Fire Department suffers an on-duty injury and/or illness that require a person to be relieved from duty.
- D. Members suffering on-duty injuries and/or illnesses, which require immediate medical treatment, shall report to Guam Memorial Hospital, unless otherwise dictated by local Emergency Medical Services Protocol.
- E. Regardless of where the medical treatment is obtained, the employee must have the treating physician fill out the Authorization for Medical Treatment

10.03 SCOPE

To cover those policies and procedures concerning work related injuries and/or illnesses.

10.04 RESPONSIBILITY

- A. All members are responsible to operate in a safe manner, following all safety guidelines and procedures as well as using safety equipment provided by the Department.
- B. All members are responsible to report any on-duty injury or illness to their direct supervisor as soon as possible.
- C. All supervisors are responsible to make sure that those members who are injured and/or ill and who are in need of medical attention receive medical attention immediately.
- D. All supervisors are responsible to insure that the required forms, reports and log entries are made concerning injured and/or ill members.

10.05 PROCEDURE

- A. When a Fire Department member sustains an injury and/or illness in the line of duty, said member shall report the incident as soon as possible to his/her supervisor.
- B. The member must complete and submit a Workmen's Compensation Form to the Officer-In-Charge within twenty-four (24) hours of the injury and/or illness.
- C. The Officer-In-Charge will investigate the incident immediately and will write a Supervisors Incident Report and attach it to the Workmen's Compensation Form.
- D. The supervisor shall make note of the injury and/or illness in the Journal relating to the member's name, a brief description of the injury and the current disposition of the case.
- E. If the injury and/or illness occur while operating on an alarm, this shall be noted in the Incident Report.
- F. The Deputy Fire Chief and the on-duty District Commander shall be notified as soon as possible whenever a Fire Department member is injured.
- G. Members shall identify themselves as a Government of Guam employee at the medical facility.
- H. Members receiving medical treatment at a medical facility must have the attending physician complete the Authorization for Medical Treatment Form. This form must be attached to the Workman's Compensation Form and the Supervisor's Incident Report.
- I. After receiving initial medical care following an injury and/or illness, the member shall bring back to the supervisor a completed Light Duty Verification Form, which addresses ability to work.
- J. If members are unable (due to their injuries and/or illness) to fill out the Workmen's Compensation Form, their immediate Supervisor shall complete this form and make note of this action next to the supervisor's signature.
- K. Members who have returned to work after an illness and/or injury shall complete and submit Government of Guam Leave Request Form.
- L. Any employee who has incurred an injury, which is compensable under the Workmen's Compensation Act, shall receive Worker's Compensation Leave for the time missed.
- M. An employee who is placed on Worker's Compensation Leave may remain in that status as long as there is medical evidence that he/she is unable to perform his/her regular duties, is unable to perform any other work that is then available in the Government service or until it has been determined that the employee should be retired or terminated.

GUAM FIRE DEPARTMENT

ORGANIZATION	
Chapter:	V - Personnel Policies and Procedures
Subject:	Disciplinary Guidelines
Code:	1-V-11
Revised:	Draft

11.01 PURPOSE

To provide disciplinary policies, guidelines and procedures for the Guam Fire Department.

11.02 POLICY

- A. The establishment and maintenance of discipline is the responsibility of all officers. Officers' treatment of their subordinates shall be impartial and without prejudice. Favoritism or unjust discrimination of duties or orders will not be tolerated.
- B. No unfair advantage shall be taken of a subordinate because of their obligation to obedience. Spite orders, petty persecutions or nagging will not be tolerated.
- C. Officers shall see that rules are enforced.
- D. Officers shall strive to resolve differences or disputes between their subordinates.
- E. Charges shall be pursued for any offense of a serious nature.
- F. Minor or merely technical infractions of the rules should be corrected, either on the spot or privately when advisable. These types of infractions, generally speaking, shall not be made the subject of charges unless repeated or persisted in.
- G. Extenuating circumstances will be taken into account, but alleged ignorance or misunderstanding of rules will not be accepted as an excuse. Previous conduct, good or bad, will be taken into account in determining the penalty.
- H. Whenever employee performance, attitude, work habits or personal conduct on the job falls below a desirable level, supervisors shall inform employees promptly and specifically of such lapses and give counsel and assistance. Appropriate and justified, reasonable period of time for improvement may be allowed before initiating disciplinary action.
- I. In some instances a specific incident may justify severe disciplinary action in and of itself. However, the action to be taken depends on the seriousness of the incident and the whole pattern of the employee's past conduct and performance.
- J. For range of penalty for stated offense shall be in accordance with the Department of Administration Personnel Rules and Regulations on Guidelines for Disciplinary Offenses and Penalties.

11.03 TYPES OF DISCIPLINARY ACTION

- A. Oral Counseling – This is the first level of informal disciplinary action. A. Oral counseling by the supervisor to an employee, usually pointing out an unsatisfactory element of job performance or behavior and is intended to be a corrective and cautionary measure. A verbal counseling session informally defines the area of needed improvement, sets up goals for the achievement of improvement, and informs the employee that failure to improve may result in

more serious actions. A written record of this oral statement shall be made and kept in the member's personnel file.

- B. Letter of Warning – This is the second level of informal disciplinary action. The written warning is issued to confirm and document the serious nature of the offense/infraction and established the expected corrective action. The written warning shall be issued by the supervisor and forwarded to the Personnel Division, via channels for placement in the employee's personnel file.
- C. Letter of Reprimand – This is the first level in the formal level of disciplinary action. This written reprimand is a censure for a fault or confirms non-performance or misconduct after adequate counseling and warning has been provided. The Letter of Reprimand should indicate the continuing nature of the offense. The written reprimand shall be issued by the supervisor and forwarded to the Personnel Division, via channels for placement in the employee's file.
- D. Suspension From Duty - Shall consist of a written notice to the member to the effect is that he/she is suspended from duty for a specified number of days without pay upon grounds stated in the notice.
- E. Demotion In Rank - Shall consist of written statement notifying the member of a demotion in rank and the grounds for this action. A copy of this notice shall be placed in the members personnel file.
- F. Dismissal - Shall consist of dismissing the member from the Fire Department after written notice to that effect is given the member, which shall state the grounds thereof.

11.04 PROCEDURE

- A. All charges shall be made in writing and signed by the individual pursuing the charges.
- B. Charges shall be brought for the following violations:
 - 1. Violation or deviation of any rule, regulation or lawful order of a superior officer.
 - 2. Abandonment of duty
 - 3. Inefficiency or in the capacity of performing one's duty.
 - 4. Neglect of duty.
 - 5. Reporting for duty while under the influence of drugs or alcohol.
 - 6. Drinking any alcoholic beverage or taking drugs that might incapacitate an individual while on duty.
 - 7. Absence without leave.
 - 8. Refusal to obey orders.
 - 9. Careless or reckless operation of a motor vehicle.
 - 10. Speaking disrespectfully of any officer or person connected with the fire department.
 - 11. Making a false report or statement. Conduct prejudicial to good order or discipline such as: gambling; disorderly behavior; provoking or harmful mischievous conduct; quarreling, threatening, fighting or assaulting; creating discrediting public spectacle; unnecessary disturbance of sleeping persons between 2200 hours and 0600 hours or during other permitted times; meddling with property or belongings of others; hazing or similar acts.

- 12. Thievery - The taking of property belonging to the department or an individual.
- 13. Excessive tardiness.
- C. No charges shall be brought unless it is believed the charges can be proved.
- D. Charges and complaints brought against a person of higher rank by members of the department shall be in writing to the next highest-ranking officer above the person that the charges are being brought. The individual bringing them shall sign such charges and complaints.
- E. Steps for progressive disciplinary action;
 - 1. First Offense: Oral Counseling (Informal)
 - 2. Second Offense: Written Warning (Informal)
 - 3. Third Offense: Written Reprimand (Formal)
 - 4. Fourth Offense: Recommendation for Adverse Action (Formal)
 - a. Suspension
 - b. Demotion
 - c. Dismissal

GUAM FIRE DEPARTMENT

ORGANIZATION	
Chapter:	V - Personnel Policies and Procedures
Subject:	Performance Evaluations
Code:	1-V-12
Revised:	Draft

12.01 PURPOSE

- A. To provide policy and guidelines relative to the personnel evaluation process.
- B. To provide a means of measuring and documenting employee performance and development as compared to specific job requirements.

12.02 POLICY

It shall be the policy of the Department that all personnel be evaluated on their job performance in accordance with the Government of Guam Personnel Rules and Regulations and the specifications of this order.

12.03 RESPONSIBILITY

- A. The Fire Chief is responsible for overall management of the personnel evaluation process within the Fire Department.
- B. Fire Battalion Chiefs, District Commanders, and Fire Captains are responsible for the evaluations of their direct subordinates.
- C. The Division Heads are responsible for the evaluations of those members under their command.

12.04 PERFORMANCE RATING PERIOD

- A. Probationary employees shall be rated in the following manner;
 - 1. An overall performance rating of at least **“Satisfactory”** be necessary before an employee serving an original or new probationary period may receive a permanent appointment in the class of position he/she occupies.
 - 2. When an employee serving an original or new probationary period receives an overall performance rating of **“Marginal”**, the probationary period shall be extended for a minimum period of sixty (60) days during which the employee has the opportunity to improve his/her work performance, provided the total probationary period does not exceed twelve (12) months.
 - 3. When an employee, serving an original or new probationary period, receives an overall performance rating of **“Unsatisfactory”**, the employee serving the original probationary period shall be terminated from government employment while the employee serving a new probationary period shall be allowed to return to his former or comparable position consistent with these rules. If such position is not available, the employee shall be placed on a priority placement list and given first offer of employment upon availability of such position.
- B. Permanent employees shall be rated annually in Pay Steps 1 through 6, every 18 months for service of permanent employees in Pay Step 7 through 9, and every 24 months of service for permanent employees in Pay Step 10 through 19, to

coincide with the employee's employment anniversary date or increment due date.

- C. Permanent employees shall be rated by each supervisor under whom the employee has worked and supervised for 90 days to render a fair evaluation.
- D. Whenever an employee is reassigned within the Department, he/she must be rated by the losing supervisor and an "Interim Report" will be prepared within five (5) working days from the date of transfer (provided that the employee has worked and supervised by the supervisor of the Unit/Section for at least 90 days). The report will be forwarded to the employee's gaining supervisor/command and will be kept on file pending the employee's salary increment and Performance Evaluation Report due date. Additionally, before a supervisor retires, resigns, or transfers, he/she shall render an evaluation for the assigned employees before leaving the department or government services regarding the subordinate part performance.
- E. Performance Evaluations are to be based only on performance during the specific rating period and only on the requirements of the position occupied during the period.

12.05 GENERAL GUIDELINES

- A. Members shall familiarize themselves with the contents of the evaluation form and analyze its general scope as well as the detailed instructions.
- B. Members shall understand thoroughly the duties and requirements of the particular positions held by the employee to be rated and review the Job Classification on file.
- C. Raters shall use a process of objective reasoning, eliminating personnel prejudice, bias, or favoritism.
- D. Raters shall not assume that excellence in one factor implies excellence in all factors.
- E. Rater shall evaluate on the entire rating period and not focus on only single accomplishments or failures, or the most recent performance. Neither should important single faulty or brilliant performance be ignored. Employee should be considered in context with the total performance with the period.
- F. Seniority should be set apart from performance. An employee with a short service may not necessarily be less effective than one with a longer term of employment. Seniority does not guarantee superiority.

12.06 COUNSELLING AT THE BEGINNING OF THE RATING PERIOD

At the beginning of the rating period, the supervisor must counsel the employee about the next evaluation period. It is essential to the success of the system that the employee fully understands the specific duties and responsibilities of the position and what is expected of the employee in carrying these out. The counseling shall include;

- A. Task and requirements of the position occupied.
- B. Level of performance expected.
- C. Evaluation rating criteria.

12.07 NOTIFICATION OF UNSATISFACTORY PERFORMANCE

When an employee's performance is deemed to be unsatisfactory, the supervisor must notify the employee in writing about the unsatisfactory performance and define the actions that should be taken to improve his/her performance. The purpose of the notice is to encourage the employee to improve their performance immediately and it should be given at least ninety days (90) prior to the end of the rating period. If improvement is not made by the end of the rating period, this information should be included in the employee's evaluation report. Appropriate forms of notifications are incident reports or memorandums.

12.08 PERFORMANCE EVALUATION REPORT

- A. A Performance Evaluation Report shall be prepared by the immediate supervisor responsible for the employee's work, and shall be used when preparing Annual or Intermediate Performance Evaluations.
- B. The employee shall be given the opportunity to sign the Performance Evaluation Report to indicate he has read the report. The complete report shall be reviewed and signed by the rater, the rater's supervisor and the Fire Chief.

12.09 EVALUATION INTERVIEW

The rater and employee shall meet in private to discuss the following;

- A. The evaluation process,
- B. The rater's opinion of the employee's performance,
- C. Employee's strengths and weaknesses,
- D. Discussion on disagreements of the evaluation
- E. Improvements to the employee's performance, Improvements to the working relationship between the rater and the employee
- F. Reiteration by the rater of what is expected of the employee for the next rating period

12.10 APPEAL PROCEDURE FOR RE-DETERMINATION OF PERFORMANCE RATING

- A. Employees covered in this procedure are those employees who have satisfactorily completed their original and new probationary period and have attained permanent status in the government of Guam. Such employee who believes he/she was unjustly rated may request for re-determination of his performance rating. Original probationary period performance rating are not appeal able under this procedure
- B. An employee has the right to present an appeal with or without representation. He/she has the right to be accompanied, represented, and advised by a representative of his choice at any step of the appeal process.
- C. An employee and his representative shall be free to appeal a performance rating without restraint, interference, coercion, discrimination, or reprisal.
- D. Management shall expedite the process of an appeal and shall abide by the allotted time. Failure to render a decision within the allotted time at any step constitutes denial, and the employee may then proceed to the next step of the appeal procedure.
- E. The employee who believes he was unjustly rated shall bring the matter to the attention of his immediate supervisor not later than five calendar days after he was notified of his/her performance evaluation rating by his/her supervisor. The employee may present his informal appeal either orally or in writing to the Fire Chief or his representative.
- F. A review of the rating shall be afforded the employee by the rater and/or higher supervisor. Settlement of aggrieved matters is encouraged at the lowest possible administrative level and in the shortest possible time. The employee shall be notified of the decision no later than five calendar days after the presentation of his/her appeal to the Fire Chief or his representative.
- G. If the employee's concerns are not resolved, or that a decision is not issued within five calendar days, the employee may file a formal appeal to the Director of the Department of Administration.
- H. When the decision of the department head fails to satisfy the employee, the employee may file a formal appeal to the Performance Rating Board of Review via the Director of The Department of Administration. The appeal shall be in writing to the Director and filed within five working days after the appellant receives the Fire Chief's decision.

- I. The Performance Rating Board of Review will be appointed by the Director of Administration to hear the facts of the appeal through a formal hearing.
- J. The Board will then render a decision within five workdays of the final hearing. The Board's decision shall be in writing with the hearing officer's signature. The decision shall contain a brief summary of the facts on which the Board based its decision. The written decision shall be sent to the appellant and signed copies forwarded to the Fire Chief and the Director of Administration.
- K. When the Fire Department receives a Board decision amending the employee's rating the department head shall immediately substitute the original rating for the amended rating. The Fire Chief must reconsider administrative actions based on the original rating and re-determine and adjust those administrative actions to conform to the amended rating

**Guam Fire Department
Performance Evaluation Report**

Part I. ADMINISTRATIVE DATA			
NAME (LAST, FIRST, MIDDLE INITIAL)		SSN	
RANK			
TYPE OF REPORT <input type="checkbox"/> SALARY INCREMENT <input type="checkbox"/> SPECIAL REPORT		<input type="checkbox"/> INTERIM REPORT <input type="checkbox"/> RELIEF FOR CAUSE	
PERIOD OF REPORT		TO:	
FROM:			
Part II. DUTY DESCRIPTION			
A. PRINCIPLE DUTY TITLE:		B. ASSIGNMENT /PLATOON	
C. DECRPTION OF DUTIES:			
Part III. EVALUATION OF PROFESSIONALISM AND PERFORMANCE			
SCORING SCALE: 0 1 2 3 (highest)			
RATER	A. PROFESSIONAL COMPETENCE	RATE R	B. PROFESSIONAL STANDARDS
	1. Demonstrate initiative		1. Integrity
	2. Accepts change		2. Loyalty
	3. Seeks self-improvement		3. Moral support
	4. Performs under pressure		4. Self discipline
	5. Displays sound judgment		5. Public contact
	6. Communicates effectively		6. Earns respect
	7. Develops subordinates <input type="checkbox"/> N/A (Non-supervisory)		7. Operation and care of equipment
	8. Demonstrates technical skills	(*)	8. Observance of work hours
	9. Leadership <input type="checkbox"/> N/A (Non-supervisory)	(*)	9. Meeting deadlines
	10. Compliance with rules	(*)	10. Safety practices
	11. Knowledge	(*)	11. Personal appearance
	12. Planning and organizing		SUBTOTAL
	13. Quality of work		
	14. Volume of acceptable work	(*) Indicates maximum points of two (2) (Add the Rater's SUBTOTALS (A&B) and sum in the appropriate box in PART VI, SC	
	15. Accepts responsibility		
	16. Accepts direction		

	SUBTOTAL	SUMMARY).
C. DEMONSTRATED PERFORMANCE OF PRESENT DUTY		
1. RATER'S EVALUATION: (Provide attachment if necessary)		
2. EMPLOYEE COMMENTS:		

Part IV. EVALUATION OF POTENTIAL

1. RATER'S EVALUATION: (NOTE: Promotion potential is covered under the Government of C Merit Promotion Plan)

Place score in applicable box.

3

2

1

0

Recommend Promote Ahead of Peers

Recommend Promote With Peers

Recommend Promote After Peers

Recommend Do Not Promote

Comments: (Potential for higher-lever school, assignment, and supervisory responsibility)
SUGGESTED TRAINING NEEDS:

2a. YOUR ESTIMATE OF THIE EMPLOYEE'S "GENERAL VALUE TO THE DEPARTMEN
(UNIFORM PERSONNEL ONLY)

NO

UN

BA

AV

AA

OS

SP

2b. DISTRIBUTION OF MARKS FOR ALL UNIFORM PERSONNEL OF THIS GRADE.

A. NAME OF RATED EMPLOYEE		I have verified Administrative Data, PART I, and Description, PART II. I have seen and have discussed this report as prepared by Rater. I understand that my signature does not constitute agreement nor disagreement with this evaluation.		
SIGNATURE:		DATE:		
B. NAME OF RATER		I have discussed this Report with the employee, have given a copy of this report to the employee, and have directly observed the performance of the employee on the job.		
SIGNATURE:		DATE:	SALARY INCREMENT <input type="checkbox"/> RECOMMENDED <input type="checkbox"/> RECOMMENDED	
Refer to General Order for requirements to discuss contents of report with the rated employee.				
C. NAME OF RATER'S SUPERVISOR		I have reviewed this completed Report and the rating appear to be appropriately justified.		
SIGNATURE:		DATE:	SALARY INCREMENT <input type="checkbox"/> CONCURRED <input type="checkbox"/> CONCURRED	
PART VI. SCORE SUMMARY		Part VII. CERTIFICATION		
PART	RATER SCORE	OVERALL EVALUATION		OVERALL RATING * must justify
III.		<input type="checkbox"/> SUPERVISORY	<input type="checkbox"/> NON-SUPERVISORY	
IV.		72 - 80	66 - 74	<input type="checkbox"/> * EXCEEDS STANDARD
TOTAL SCORE		64 - 71	59 - 65	<input type="checkbox"/> MEETS STANDARDS
		56 - 63	51 - 58	<input type="checkbox"/> SOME IMPROVEMENT
		00 - 55	00 - 50	<input type="checkbox"/> * UNSATISFACTORY (C)
SIGNATURE:		DATE:		SALARY INCREMENT
FIRE CHIEF:				<input type="checkbox"/> APPROVED <input type="checkbox"/> DISAPPROVED

INSTRUCTIONS

COMPLETION OF PERFORMANCE EVALUATION REPORT (PER) FORM

A. PART I ADMINISTRATIVE DATA: Personnel Section, Administration Division is responsible for completing PART I. ADMINISTRATIVE DATA. The rater will ensure that the rated employee review this section for accuracy and completeness. The rater should review the draft report with his own supervisor. Markings and comments should then be typed or printed in black ink on the final form. Either the rater or rater's supervisor (or both) should then review the rating with the employee in a private interview. All signatures shall be in black ink. The employee shall initial any changes and or corrections made.

1. Ensure that the employee's full name is completed i.e. ...Last Name – First Name – Middle initial.
2. Ensure that the employee's Social Security Number (SSN) is correct.
3. Ensure that the employee's Rank/Title is properly cited.
4. Ensure that the employee's waiting period is properly cited i.e. 12 months, 18 months, and 24 months.
5. Ensure that the employee's "Period of Report" is properly cited.
 - a. If space for comments is inadequate, dated and signed attachments may be made (either typewritten or in ink). Denote: Superior Performance (SP) Rating, to Include Unsatisfactory Performance Rating must be justified.
 - b. Suspense Date shall be observed. This is particularly important for the employee so as not to delay his/her Salary Increment. Suspense Date will be applied and monitored by the Personnel Section. Rater and Rater's Supervisors shall ensure that Suspense Date is complied with. Request for extension may be coordinated through the Personnel Officer.
 - c. Unscheduled reports may be filled at any time for either permanent or probationary employees. However, any unscheduled report filled must be coordinated through the personnel Officer. A written justification must accompany a request for an Unscheduled PER Report.
 - d. The "Guide to Performance Evaluation" or your Personnel Officer should be consulted for suggestions, definitions, interpretations, and further instructions.

B. PART II. DUTY DESCRIPTION: Rater is responsible for completing Section A, B, and C.

1. Principal duty Title. Rater shall ensure that the employee's "Principle Duty Title" is properly cited i.e...Fire investigator.
2. Assigned/Platoon, Duty Assignment.
3. Description of Duties. Rater shall provide a brief description of duties and responsibilities.

C. PART III. EVALUATION OF PROFESSIONALISM AND PREFORMANCE: Rater shall apply the numerical scoring system utilizing the

“SCORING SCALE” zero (0) being the lowest and three (3) being the highest. The subtotal score for part “A. PROFESSIONAL COMPETENCE and B. PROFESSIONAL STANDARDS” will be entered in the appropriate box of PART VI. SCORE SUMMARY.

1. PROFESSIONAL COMPETENCE. Rater will ensure that the appropriate numerical rating is applied for each factor and the total sum is placed under “SUBTOTAL”. Item #7 “Develops subordinates”. Rater will ensure that this factor is applicable to a “Uniformed/Civilian Supervisory Level ONLY. Indicate N/A (Not Applicable) for Non-Supervisory position. Item #9 “Leadership” Rater will ensure that this factor is applicable to a “Uniform/Civilian Supervisory Level ONLY. Indicate N/A (Not Applicable) for a Non- Supervisory position.
2. PROFESSIONAL STANDARDS. Rater will ensure that the appropriate numerical rating is applied for each factor and the Total Sum is placed under “SUBTOTAL”. Rater will ensure that Item #8 thru 11 (*) does not exceed the maximum points of Two (2). Rater will ensure that the total points for a “Supervisory” position does not exceed the 80 maximum points allowed and 74 maximum points allowed for the “NON Supervisory” position. Rater will ensure that the appropriate numerical rating is applied for each factor and the total sum is placed under “SUBTOTAL” (Add the rater’s Subtotals (A& B) and enter sum in the appropriate box in PART VI, SCORE SUMMARY).
3. DEMONSTRATED PERFORMANCE OF PRESENT DUTY: 1. Rater will provide a short and brief evaluation of the employee’s demonstrated performance of duty during the rating period. This written evaluation is mandatory and comments shall reflect on the employee’s special traits and attributes. Rater will comment on both the employee’s weak and high points and more importantly, comment on the employee’s potential for continued government service. 2. Employee Comments: Rater will ensure that any comments made by the employee will be placed here.

D. PART IV. EVALUATION OF POTENTIAL

1. RATER’S EVALUATION. (Place score in applicable box) Rater will comment on the employee’s potential or higher – level school, assignment, and supervisory responsibility.
2. YOUR ESTIMATE OF THIS EMPLOYEE’S “ GENERAL VALUE TO THE DEPARTMENT “ (Uniform personnel Only).
 - a. The rater shall be responsible to mark an “X” over the appropriate box to indicate the employee’s performance rating.

NO	NOT OBSERVED	(Insufficient Opportunity to evaluate).
UN	UNSATISFACTORY	(Unacceptable Performance).
BA	BELOW AVERAGE	(Below the generally accepted standards).
AV	AVERAGE	(Qualified to the generally accepted standards).
AA	ABOVE AVERAGE	(Highly qualified).
OS	OUTSTANDING	(Qualified to degree seldom achieved by others of same grade).
SP	SUPERIOR PERFORMANCE	- (One of the clearly superior individuals of his/her grade known to the reporting rater).

- b. **DISTRIBUTION OF MARKS FOR ALL UNIFORM OF THIS GRADE (Uniform Officer Only).** This portion of the evaluation form shall be filled in only if two (2) or more position descriptions are under your immediate observation. Rater will place each uniformed subordinate in the same “grade” in the appropriate box ... distribution will be constant with the number of subordinate in the same rank i.e. ... of ten (10) Fire Fighter I’s in your section, Place 3 under AV, 3 under blank between AV and AA, 2 under Blank between AA and OS, and 2 under OS = 10 Fire Fighter I’s. An “X” over AV indicates this Fire Fighter’s overall evaluation to be “average” under 2A.

E. PART V. AUTHENTICATION:

1. **NAME OF RATRED EMPLOYEE.** Rated employee shall ensure that his/her name is placed appropriately; Signature and date shall also secure.
2. **NAME OF RATER.** Rater shall ensure that his/her name is placed appropriately; his/her Signature and date shall also be secure.
3. **RATER’S SUPERVISOR.** Rater’s supervisor shall ensure that his/her name is placed appropriately; his/her Signature and date shall also be secure.

F. PART VI. SCORE SUMMARY: Rater will ensure that the “sum” from PART III. EVALUATION OF PROFESSIONALISM AND PERFORMANCE, section (A&B) “SUBTOTALS” are “ADDED” and placed in the appropriate box in PART VI, SCORE SUMMARY.

G. PART VII. CERTIFICATION:

1. **OVERALL EVALUATION.** Rater and Rater’s Supervisor will ensure that the appropriate box is “X” when determining the rated employee’s “Overall Rating”. Also Rater and Rater’s Supervisor will ensure that the appropriate box is “X” when indication “Supervisory on Non- Supervisory” whichever is applicable. Note: * indicates SUPERIOR (SP) and UNSATISFACTORY performance rating. Rater must provide a written justification and the written justification must accompany the report.
2. **FIRE CHIEF.** Personnel Section will ensure that the appropriate signature, approval or disapproval of Salary Increment is secured from the Fire Chief.

DESCRIPTION OF PERFORMANCE FACTORS

PART III.EVALUATION OF PROFESSIONALISM AND PERFORMANCE

A. PROFESSIONAL COMPETENCE:

1. Demonstrates initiative - Self-starter, an employee who is always seeking ways to improve upon his/her assigned task. Requires minimum to no supervision at all. A highly motivated and well-rounded employee.
2. Adapts to Changes – An employee who accepts changes without reservation. Is always willing to try new approach in improving procedural concept and practices. Use this factor to evaluate the traits of adaptability and flexibility. Does the employee accept change willingly? Does he/she slow down progress or cause inefficiencies by resisting change? Does he adapt satisfactorily to new work surroundings, new equipment, new procedures, or new supervisors?
3. Seeks self-improvement – Always seeking to better one-self by enrollment through self-study correspondence courses or other learning institution that would greatly enhance one's professional job skill. Use this factor to determine if the employee has made a significant contribution to his job description because of his/her additional training and or education.
4. Performs under pressure – An employee who maintains his professional competence and standards while under strong adversity. An employee who performs well under stressful situation and not let his/her personal feelings affect his/her sound judgment. There are some positions where pace, pressure, and tempo are consistently demanding. Is the employee capable of meeting the demands? Can the employee produce an acceptable volume and quality of work in an emergency?
5. Displays sound Judgment – An employee who takes full responsibility for his/her actions. An employee who does not let his/her personal feelings affect his/her sound judgment. Every employee makes decisions depending upon the degree of responsibility assigned to hi/her position. Does the employee make a minimum of poor judgment in the course of his/her work? Is he/she consistent and reliable in his/her judgments? What effect does his/her judgments have on the quantity and quality of work produced by himself/herself and others?
6. Communicates effectively – Use this factor to determine how well the employee communicates in both oral and written communication. This critical element should be placed with emphasis as it relates to public contact and suspect contact.
7. Develops subordinates – (Refers to Item No. A-7, Applicable to Supervisory Level Only) Use this factor to determine if the employee develops subordinates in a supervisory position and trains skills or instructs peers and subordinates alike.
8. Demonstrates technical skills – This factor relates particularly to the mental and/or manual skills required in a given position. A craftsman's basic skills are readily identified, while many fire assignments include job skills, which are relatively obscure. Does the employee consistently demonstrate at proper level the skills prerequisite to entry in the job class? Has he/she made any effort to improve his/her basic skill level? Does he/she have

potential for acquiring or developing his/her job skills to higher levels of proficiency? Should he/she undertake a brush –up or back to school program? Has he/she taken advantage of related in service training opportunities? Does he/she read current publications related to his/her work?

9. Leadership. (Refers to Item No. A-9, Applicable to Supervisory Level Only) Refers to an individual guiding a group or activity by maintaining high visibility and accessibility while providing help and instruction as needed to accomplish objectives. Use these factors to measure the employee's ability and method in applying his/her leadership traits.
10. Compliance with Rules – Does the employee consistently comply with rules and regulations applicable to him/her and his/her job.
11. Knowledge of Work – This factor should not be confused with, or restricted to, to the technical knowledge an employee is required to bring to a specialized job class. It is much broader and includes particularly the range of pertinent policies, regulation, and procedures relating to his/her assignment. Has the employee acquired an acceptable working level of job knowledge?
12. Planning and Organizing – These factors measures the manner and method in which an employee approaches his/her assigned duties, and how successful his/her planning and organizing is in achieving desired results. Does the employee take time to plan the sequence of steps required in carrying out his/her tasks? Or does he/she attack the job thoughtlessly or with such blind enthusiasm that waste and mistakes result or work deadlines are missed? Does he/she make allowances in organizing the job so that all foreseeable circumstances are properly taken into account? Does lack of planning or poor organizing indicate reason for low production and poor quality of work?
13. Quality of work – The degree of excellence of the work performed over the entire rating period is measured here. In rating this factor, attention should be paid to the consequences of poor quality work. Is the employee's work effective, accurate, and thorough, and is it acceptable to management? Do errors in the employee's work affect the efforts of others? Does poor work too often reflect adversely upon the department? Are reports clear, concise, and accurate?
14. Volume of Acceptable work – Refers to the amount of work required to meet job standards. Does the employee consistently accomplish a day's work for a day's pay? Does he/she produce enough work so that he/she is clearly a net asset to the department?
15. Accepts Responsibility – Refers to the degree of willingness an employee exhibits when given responsibility and the manner in which the responsibility is carried out. Does the employee readily accept responsibility or does he/she avoid it? Does he/she deny his/her responsibility when things go wrong? Or is he/she quick to own up to his/her failure? Does he/she consistently act in a responsible manner?
16. Accepts Direction – Refers to the degree of acceptance and the action to complete a task with the amount of supervision required. Does he/she

require detailed instructions and constant supervision? Or does he/she complete a set task with little to no supervision required?

B. PROFESSIONAL STANDARDS

1. Integrity – Use this factor to measure the employee’s honesty and truthfulness. It is our belief that all members of this department are and shall be held to a higher standard of moral and ethical conduct. Has the employee done anything to bring discredit upon himself/herself and the department? Did the employee do anything to bring credit to himself/herself and the department?
2. Loyalty – Use this factor to measure the employee’s loyalty to himself/herself and the department. Like integrity, Loyalty plays a very important role in our everyday way of life. Loyalty should never be questionable for any employee of this department. Does the employee totally commit himself/herself to achieving the department’s goals and objective? Does the employee support the decisions of those superior to him/her?
3. Moral Support – Use this factor to measure the employee’s moral characteristics i.e. does the employee respect, care about, trust and support other employees? Does the employee seek to resolve conflicts by himself/herself or does he/she rely on others to make the decisions for him/her.
4. Self Discipline – Use this factor to measure the employee’s self discipline, strength and character traits. Does the employee maintain a certain level of sense of humor or is he/she short tempered and become intolerable for superior and subordinates alike. Does he/she listen to problems and complaints with empathy and sensitivity? Does he/she become part of the solution or part of the problem?
5. Public contact – Refers to all public contact made through personal or telephone conversations, correspondence, and day-to-day appearances before the public. Does the employee’s exposure to the public reflect credit on the department and promote a good public image? Is the employee courteous and discreet in his/her public contacts and behavior? Is he/she aware the necessity to present a consistently good appearance to the public?
6. Earns Respect – Use this factor to measure the employee’s ability to earn respect from superiors and subordinates alike. Does the employee’s continue to display a high degree of professional competence and standards, or does the employee require constant supervision and guidance in order to accomplish a less than complex task. Is the employee reliant on others to accomplish a less than complex task? Is the employee reliant on others to accomplish his/her own task? Is the employee constantly “passing the buck” stereotype?
7. Operation and care of Equipment – Reflects the employee’s concern for safe, responsible, and reasonable operation or use of equipment. Is the employee concerned with conservation of equipment? Does he/she request appropriate maintenance and repair of equipment when necessary?
8. Observance of work hours – Refers to punctuality in reporting to or leaving a duty station in accordance with the prescribed schedule of working hours,

breaks, or leaves of absence. Can the employee be relied upon to be working when and where he/she is supposed to be?

9. Meeting Deadlines – If work schedules were important enough to set reasonable deadlines were these deadlines met? If the employee could not meet deadlines, did he/she give advance notice? Did he/she show an honest attempt to meet deadlines?
10. Safety Practices – Nearly all employees, even those who do not work under physically hazardous circumstances, must comply with reasonable safety practices, particularly in situations involving the public. These practices may reflect specific supervisory directives, or simply forethought for potentially dangerous conditions and use of good common sense. Does the employee endanger his/her own safety or the safety of others by his/her actions? Does he/she help to prevent accidents by practicing good safety procedure?
11. Personal Appearance – the trait of habitually appearing neat, smart, well groomed in uniform or civilian attire. (See G.O. Uniform and Grooming Standards).

GUAM FIRE DEPARTMENT

ORGANIZATION	
Chapter:	V - Personnel Policies and Procedures
Subject:	Probationary Periods
Code:	1-V-13
Revised:	Draft

13.01 PURPOSE

- A. To establish Fire Department policy in accordance with Department of Administration Rules and Regulations policy relative to probationary periods.
- B. To provide the Fire Department with an opportunity to observe the work of new and recently promoted members.
- C. To provide the Fire Department with an opportunity to aid and/or, if necessary, reject any employee whose work performance fails to meet required work standards.

13.02 POLICY

- A. The Fire Department shall operate in accordance with all government policies concerning probationary periods contained within the Department of Administration Rules and Regulations.
- B. All initial and promotional appointments to permanent full-time positions within the Fire Department shall be subject to a probationary period of not less than six (6) months and not more than twelve (12) months.
- C. At the midpoint in the probationary period, the Fire Chief shall evaluate the performance of the probationary employee, using a standard form. The rating will aid the employee and the supervisor in measuring the employee's progress in fulfilling the requirements of permanent status.
- D. Extended probation may be granted in cases where the Fire Chief believes the appointee shows promise of fulfilling requirements of permanent status, but needs more time and/or training.
- E. At the end of the probation period, the Fire Chief shall inform the employee of his/her permanent status;
 - 1. To extend the probationary period.
 - 2. To terminate the employee.
- F. At any time during the probationary period, the Fire Chief may remove an employee whose performance does not meet the required standards provided that the employee has been afforded adequate training, and that he or she shall report the removal and the reasons thereof in writing to the Director of the Department of Administration and to the employee concerned.
- G. A new employee on probation who is rejected does not have the right to appeal that rejection through the grievance procedure.
- H. Employees who move from one position to another within the government service shall be placed on probation for a period suitable to do the new job. These employees shall be rated at the mid- point of the probation and notified of their progress like other probationary employees.

- I. An overall performance rating of at least **“Satisfaction”** shall be necessary before an employee serving an original or new probationary period may receive a permanent appointment in the classified position he/she occupies.
- J. When a member serving an original or new probationary period receives an overall performance rating of **“Marginal”**, the probationary period shall be extended for a minimum period of sixty (60) days during which the employee has the opportunity to improve his/her work performance, provided the total probationary period does not exceed twelve (12) months.
- K. When an member, serving an original or new probationary period, receives an overall performance rating of **“Unsatisfactory”**, the employee serving the original probationary period shall be terminated from government employment while the employee serving a new probationary period shall be allowed to return to his/her former or comparable position consistent with the Department of Administrations Rules and Regulations. If such position is not available, the employee shall be placed on a priority list and given first offer of employment upon availability of such position.

GUAM FIRE DEPARTMENT

ORGANIZATION	
Chapter:	V- Personnel Policies and Procedures
Subject:	Complaints Against Fire Department Personnel
Code:	1-V-14
Revised:	Draft

14.01 PURPOSE

To provide policy, guidelines, and procedures relative to investigation and management of complaints against Fire personnel.

14.02 POLICY

- A. All complaints lodged against Fire Department personnel shall be received promptly and courteously.
- B. Non-supervisory members receiving complaints against Fire Department members shall refer the complaint to the on-duty District Commander.
- C. Complaints of a serious nature shall be referred to the Fire Chief or Deputy Fire Chief.
- D. Information concerning all aspects of an investigation of a complaint against a Fire Department member shall be considered confidential and due respect for the rights and dignity of all parties concerned shall be afforded by those involved in the investigation process.
- E. Any member who may be assigned by the Fire Chief to investigate allegations against another member of the Fire Department shall endeavor to investigate said allegations fairly and impartially in an effort to determine the truth of the matter and arrive at just disposition of the case.

14.03 AUTHORITY

- A. The Fire Chief shall have the authority to conduct an internal investigation relative to complaints, which may have been filed against any member of the Fire Department.
- B. The Fire Chief shall have the authority to designate an investigator, who will be selected from among the membership of the department, to conduct an internal investigation relating to complaints against Fire Department members.

14.04 RESPONSIBILITY

- A. The Fire Chief is responsible for investigating complaints against Fire Department members.
- B. District Commanders are responsible for receiving complaints against Fire Department members and forwarding the complaint to the Deputy Fire Chief, or Fire Chief.
- C. All Fire Department members are responsible for receiving complaints promptly and courteously and insuring that all complaints are forwarded (through channels) expeditiously to the District Commander

- D. Any member who has been designated, as an investigator for the purpose of conducting an internal investigation shall endeavor to conduct said investigation in a professional manner, seeking to fairly and impartially determine the facts involved.

14.05 COMPLAINT STATUS

- A. Whenever a formal internal investigation is conducted, an investigative report (containing the particulars of the case) shall be prepared and forwarded directly to the Fire Chief.
- B. One more of the following findings shall be included in each completed investigative report.
 - 1. Unfounded. The investigation indicates that the act or acts complained of did not occur or failed to involve Fire Department personnel.
 - 2. Exonerated. Acts reported did occur but were justified, lawful, and proper.
 - 3. Not sustained. Investigation fails to discover sufficient evidence to clearly prove or disprove the allegations made in that complaint.
 - 4. Sustained. The investigation disclosed sufficient evidence to clearly prove the allegation(s) made in the complaint.
 - 5. Not involved. Investigation establishes that the individual named in the complaint was not involved in the alleged incident.

14.06 ARRESTED EMPLOYEE

- A. Whenever it becomes known that a member of the Fire Department has been arrested by a law agency, the Fire Chief shall be notified immediately.
- B. The Fire Chief, or his/her designee, shall make contact with the law enforcement agency involved and shall endeavor to obtain as much information as possible concerning the case.
- C. Whenever a member of the Fire Department is arrested in connection with alleged, on-duty criminal activities, the Fire Chief shall be immediately notified and a formal investigation shall be initiated.

14.07 CRIMINAL ALLEGATIONS

- A. Whenever a Police Report has been filed against a Fire Department member, the Fire Chief or Deputy Fire Chief shall be notified immediately and a formal internal investigation may be initiated.
- B. Whenever a complaint lodged against a Fire Department member indicates a criminal act and there sufficient corroborating evidence to the extent that an arrest of said member seems likely, the Fire Chief or Deputy Fire Chief shall be notified immediately.

14.08 PROCEDURE

Complaints may be received by any of the various components of the Fire Department, but should be expeditiously routed to the on-duty District Commander who shall insure prompt and efficient handling of the same. The following illustrates the system used for handling complaints against Fire Department personnel.

- A. Non-supervisory members of the Suppression Division receiving complaints against Fire Department personnel shall refer the complainant to the on-duty District Commander.

- B. The District Commander shall determine as much information as possible and shall notify the Fire Chief or the Deputy Fire Chief as soon as possible.
- C. District Commanders receiving complaints against Fire Department members, either directly or via another source within the Fire Department, shall initiate an informal investigation.
- D. The Fire Chief or Deputy Fire Chief may initiate a formal investigation, if they deem it necessary. When the Fire Chief believes that a conflict of interest exists, he/she shall delegate the investigation to another member.
- E. The investigator shall conduct the investigation and shall contact the involved member(s) and question it as to the facts involved.
- F. At the conclusion of the investigation, the investigator will prepare a report and submit it directly to the Fire Chief. Said report will indicate the appropriate standard finding based on the conclusions drawn by the investigator. (see 14.05, Complaint Status)
- G. The Fire Chief will review the report. If the Fire Chief is not satisfied with the report, the investigator will be re-contacted and additional investigation may be warranted. If the Fire Chief is satisfied with the report, he/she shall initiate the appropriate actions to conclude the matter based on the findings within the report.
- H. If the report indicates a finding other than “sustained”, the involved member and the complainant will be informed of the disposition of the matter; and a copy of the report will be placed in an administrative file for a period not to exceed one year.
- I. If the approved report indicates a finding, which sustains the allegations against the involved member, then the Fire Chief shall make a decision as to the corrective action to be taken.
- J. If immediate action is indicated, the type of action shall be determined by the Fire Chief. Both the involved member(s) and the complainant will be informed of the disposition of the matter, and the formal disciplinary action process will be activated.
- K. The Fire Chief may decide to consult with other supervisory members before deciding the type of disciplinary action to take.

GUAM FIRE DEPARTMENT

ORGANIZATION	
Chapter:	V- Personnel Policies and Procedures
Subject:	Fire Department Member Notification of Death Policy
Code:	1-V-15
Revised:	Drafts

15.01 PURPOSE

To provide policy and guidelines relative to deaths and funerals which affect Fire Department personnel.

15.02 POLICY

- A. The names of members who have died or have been killed in the line of duty shall not be released to the news media pending notification of next of kin.
- B. Whenever a Fire Department member, whether active or retired, dies, the Fire Chief and the Deputy Fire Chief shall be notified as soon as possible.
- C. Notification of next of kin of any member killed in the line of duty or who may die while on duty shall be made in person by the Fire Chief or another Chief Officer designated by the Fire Chief.
- D. Whenever the Department becomes aware of the off-duty death of one of its members, whether said member is or retired, a department spokesperson designated by the Fire Chief shall make contact with the next of kin and offer any possible assistance to the family.
- E. On those occasions where deceased member's next of kin indicates a desire for Fire Department participation the funeral (and where such participation by the Department has been approved by the Fire Chief) a Chief Officer be designated by the Fire Chief to make contact with the involved mortuary to coordinate arrangements and to formulate a uniformed funeral detail composed of Fire Department members.
- F. Fire Department members who are participating in a funeral detail shall be in full dress uniform and shall be guided by the instructions of the Chief Officer in charge
- G. Upon receipt of notice of a member killed in the line of-duty, all station flags shall be placed at half-mast until the day after the funeral. The front of the station which the member was last assigned to shall be draped with black bunting until seven days after the funeral

GUAM FIRE DEPARTMENT

ORGANIZATION	
Chapter:	V- Personnel Policies and Procedures
Subject:	Compensatory Time
Code:	1-V-16
Revised:	Draft

16.01 PURPOSE

To provide guidelines for the accumulation and use of compensatory time off in lieu of overtime pay.

16.02 POLICY

- A. In the absence of any funds for overtime compensation, compensatory time off shall be granted in lieu of overtime pay by mutual agreement between the employee and management, before work is performed. A record of this agreement must be kept with the Department of Administration, Payroll Office.
- B. The number of hours of overtime work shall be converted to compensatory time credit at the rate of one and a half (1 ½) hours for each hour of overtime work, or portion of the hour.
- C. Members of the Fire Department may not accrue more than 480 hours of compensatory time.
- D. Any additional overtime work performed by members who have accumulated the maximum 480 hours compensatory time off credits shall be compensated no later than the pay period immediately following the period during which the overtime was worked.
- E. District Commander shall document all overtime hours worked for each member assigned to his/her district.
- F. When sickness lasting one or more days occurs during a scheduled compensatory time off, and the employee substantiates such to the satisfaction of the Fire Chief, the employee shall be charged sick leave and permitted to reschedule his compensatory time off. Application for such substitution of sick leave for compensatory time off shall be made within three workdays upon return to duty, and shall be in conformance to applicable provisions of the sick leave policies and Rules and Regulations.
- G. A member who has requested the use of compensatory time off shall be permitted to use such time, within a reasonable period after making the request, if the use of the compensatory time does not unduly disrupt the operations of the Department.
- H. A member on compensatory time off shall be deemed to be on official leave with pay status.
- I. The Fire Chief may require a member to use any accumulated compensatory time off credits upon mutual agreement with the employee as to the schedule and use of these credits.
- J. The Fire Chief may direct, at the option of the employee, payment for accrued compensatory time earned, at any time, in any combination, and which shall be paid at the regular rate earned by the employee at the time the employee receives such payment.

- K. At the time of separation, the employee shall be paid in cash for all unused compensatory time credit earned at a rate of compensation not less than;
1. The average regular rate received by such employee during the last three years of the employee's service in the government or
 2. The final three regular rates received by such employee, whichever is higher.

GUAM FIRE DEPARTMENT

ORGANIZATION	
Chapter:	V- Personnel Policies and Procedures
Subject:	Visitation
Code:	1-V-17
Revised:	Draft

17.01 PURPOSE

To establish policy guidelines relative to visitation at Fire Department Stations.

17.02 POLICY

- A. Definition of visitor: Any person who enters the premises of any fire station under the control of this department, having the desire to view the station and apparatus, or wishing to see any of the members on business or otherwise.
- B. All visitors to the Fire Department, having the desire to view the station and apparatus or wishing to see any of the members on business or otherwise, shall be received courteously. The Officer-In-Charge shall be notified of the same, and it is expected that their stay will only be as long as reasonable. Any extended stay should be discouraged except under extenuating circumstances.
- C. The Officer-In-Charge shall be notified of station visitors.
- D. Entrance into duty station for the purpose of soliciting shall not be allowed except as approved by the Fire Chief or Deputy Fire Chief.
- E. An officer may prohibit the entrance to or cause any person to leave duty station when, in the opinion of that officer, such presence may interfere with Fire Department operations.
- F. Persons desiring group station tours shall be directed to the Officer-in-Charge for scheduling. The respective District Commanders shall be informed.
- G. Profanity, improper conduct or indecent language by either officers or fire fighters will not be allowed.
- H. All members receiving visitors will be responsible to see that the proper entry is logged in the Station Journal.
- I. All station visitors shall leave the premises before 2100 hours. Exceptions:
 - 1. Immediate family members fire personnel working in the station, when conducting themselves in an orderly manner.
 - 2. Vendors delivering essential services (i.e. food, laundry, LP gas, etc.)
 - 3. Public employees, when necessary to enter the station in connection with their duties.
- J. No personal visits shall be allowed for personnel while in training and/or meetings.

GUAM FIRE DEPARTMENT

ORGANIZATION	
Chapter:	V- Personnel Policies and Procedures
Subject:	Funeral Details
Code:	1-V-18
Revised:	Draft

18.01 PURPOSE

To establish guidelines when providing honors during memorial services of a fallen comrade, active or retired.

18.02 POLICY

- A. The Fire Department shall establish the wishes of the deceased and carry out all of the following in order to realize these wishes within the guidelines of this policy.
- B. Types of Funerals:
 - 1. A formal funeral, at home, funeral home, church, or cemetery, involving use of fire pumper, active pallbearer, honorary pallbearer, and Funeral Detail, color guard, and bugler. This type of honor shall be reserved for those members killed in the line of duty.
 - 2. A semi-formal funeral at home, funeral home, church, or cemetery involving active pallbearers, honorary pallbearer, honor guard, and Funeral Detail
 - 3. A non-formal funeral, at home, funeral home, church, or cemetery: there being no fire department involvement, other than members attending in a passive role either at the viewing and/or funeral service.
 - 4. Private funeral, at home, funeral home, church, or cemetery: respecting the family wishes to have on outside participation at the funeral.
Note: with the exception of those honors reserved for members killed in the line of duty, any or all of the fire department's honors may be part of a member's funeral ceremony. The wishes of the family shall be paramount and shall be given the fullest respect.
- C. All members assigned to the funeral detail shall be dressed in Class A uniform, white gloves, and a black band worn horizontally over their badges.
- D. Honorary pallbearers may wear civilian clothing or respective Fire Department Uniform.
- E. Active pallbearer detail shall:
 - 1. Consist of 6 pallbearers plus an officer.
 - 2. Remain covered (headgear) and wear white gloves at all times while acting in their capacity.
- F. All other members not detailed shall act as the Funeral Entourage. These members shall wear Class A Uniform (without white gloves)
- G. The Funeral Detail shall ride as a group in designated vehicles from the funeral home to all other destinations until the final resting location is reached.

18.03 RESPONSIBILITY

- A. The Fire Chief shall designate an Officer in Charge who shall be responsible for the department's involvement in the funeral procedures.
- B. The Officer in Charge shall:
 - 1. Contact the family of the deceased member and, in coordination with the funeral director, establish the family's wishes as to fire department participation in the funeral.
 - 2. Assist the family in anyway possible in finalizing the wishes of the deceased.
 - 3. Continually be in communication with the Funeral Director's and arrange for the fire department's participation in the following:
 - a. Customary Funeral Arrangement:
 - (1) Arrange for an Honor Guard to stand duty during the viewing, minimum of four
 - (2) Arrange for active pallbearers, six plus an officer.
 - (3) Arrange for necessary equipment.
 - (4) Arrange for honorary pallbearers. (Family, Company Officer, Retirees, etc.)
 - (5) Arrange for Funeral Entourage (all uniformed members in attendance)
 - (6) Arrange for bugler.
 - (7) Arrange for Color Guard.
 - (8) Obtain American flag for casket. (Funeral director secures flag for veterans only)
 - (9) Provide all members of the fire department with the information necessary to carry out their roles in the funeral.
 - (10) Survey the area of the funeral services and make provisions for placement of all attending units and provide information for map preparation.
 - (11) Designate an area of assembly for all attending chief officers and dignitaries (preferably in a building, funeral home, church, school or fire station).
 - (12) Designate an area of assembly for all other members of the department and visiting firefighters.

NOTE: This area should be a block or two away from the funeral home or church, preferably at a fire station, school, or park where ample parking and assembly area are available. This group will then march as a unit to the church or funeral home to act as Funeral Detail.
 - (13) Obtain sufficient rolls of black plastic tape along with small round tipped scissors that can be carried in a pocket and make them available in the assembly areas for all uniformed personnel to place a horizontal black band over the breast badge of all participating officers and men.
 - (14) Coordinate all commands during the movement of the casket as prescribed in this directive.
 - b. Special arrangements for Formal Funeral:

- (1) Coordinate preparation of fire department pumper(s) designated by the Fire Chief to be appropriately dressed with flowers, black bunting and stripped of hose for use to transport the casket.

NOTE: In case of multiple joint funerals, vans or station wagons may be substituted for pumper(s).

- (2) Arrange for the proper placement of all vehicles that will participate in the funeral procession.

NOTE: If a joint service is held and interment will be at two or more locations, separate processions must be established according to guest preference.

4. Review map of the areas involved to expedite the proceedings and assist out-of-town guests. Map should include:
 - a. Location of fire department(s)
 - b. Location of funeral homes
 - c. Location of church
 - d. Location of chief officer and dignitary assembly area
 - e. Location of fire fighters' assembly areas
 - f. Location of auxiliary parking areas
 - g. Location of hotel(s) for out-of-town guests
 - h. Location of vehicles for funeral procession
 - i. Route of funeral procession
 - j. Location of cemetery and grave in cemetery
 - k. Location of auxiliary parking at cemetery
 - l. Location of food service areas
 - m. Any other information deemed necessary.
5. Provide the map or on a separate sheet, a copy of a diagram showing the proper arrangement and movement of personnel for various ceremonies and locations as necessary.
6. Arrange for reproduction of sufficient quantities of maps to be used.
7. Coordinate all commands during the movement of the casket and personnel.
8. Arrange all traffic and parking issues for the various locations involved and along the funeral procession route.
9. Coordinate firing squad for gun salute with the respective entity.

C. Public Information Officer shall be responsible for:

1. Photography coverage during the funeral.
2. Establishing guidelines for radio, television and press coverage at the church, funeral home and cemetery.
3. Arrangements for off-island guests (i.e. transportation, housing, food services, etc.).

D. Fire Department Entourage shall be responsible for:

1. Maintaining a clean, pressed, and properly fitted Class A uniform for use at funerals or other special details.
2. Familiarizing themselves with the prescribed courtesies as outlined in this policy.

18.04 PROCEDURE

A. Pallbearers

1. At the pick up point
 - a. At the initial point of pick-up, the Officer-in-Charge (OIC) or his designee shall cause the pallbearers to come to attention and march them to the casket.
 - b. The casket shall be draped with the appropriate flag whenever it exits to the outdoors
 - c. U.S. flag will be draped on the casket with blue field over the decease's left shoulder.
 - d. Guam flag will draped on the casket, with the "G" on Guam towards the head of the casket.
 - e. The casket will then be placed in to the hearse or designated vehicle for transport.
 - f. Pallbearers shall then proceed directly to the next point of destination, preferably ahead of the funeral motorcade.
2. At the residence or designated viewing location.
 - a. Upon arrival of the funeral motorcade the Officer-in-Charge shall cause the troops involved in the detail to come to attention and be organized evenly in two columns.
 - b. U.S. flag draped, (salute shall be rendered.)
 - c. Guam flag draped, (no salute shall be rendered if no Color Guard is present).
 - d. The pallbearers shall in the same manner march to the hearse, off load casket and bring it to designated viewing location entrance.
 - e. The flag will then be folded, take two steps back and march out of the entrance if the family will escort the casket into the viewing location.

Note: If the pallbearers are to escort the casket into the viewing location, after the flag is folded, take two steps back and wait until after the religious service has ended. Then the pallbearers shall escort the casket to the viewing location.
 - f. The OFFICER-IN-CHARGE and one pallbearer will then wait for the casket to be open. When the casket is open, OFFICER-IN-CHARGE and the other pallbearer will then march in and place folded flag inside the casket. Both individuals will then present a slow salute and exit.
 - g. Ten minutes prior to closing of casket, OFFICER-IN-CHARGE and the other pallbearer will then march into the church, present a slow salute, retrieve flag, and march out of church with the last two casket guards.
 - h. When religious service is over (approximately four hours later), pallbearers will either retrieve the casket or receive the casket at the entrance (if the family will escort the casket out from the viewing location to the entrance):
 - (1) Drape casket with flag.
 - (2) Load casket into the hearse and immediately proceed to the burial grounds.
3. At the burial grounds.

- a. Off-load casket and place casket on top of grave and wait until religious service is over.
- b. Pallbearers will march towards casket and pick up flag.
- c. After playing of the Taps, pallbearers will then fold flag and hand it to the OFFICER-IN-CHARGE.
- d. OFFICER-IN-CHARGE will then proceed to the Fire Chief.
- e. The Fire Chief will present a slow salute, open arms to receive the flag, insert three shells of the fired bullets into the flag, and hold flag crossed-arm.
- f. The OFFICER-IN-CHARGE will then present a slow salute to the Fire Chief and return to his position by the grave.
- g. After the flag presentation, the OFFICER-IN-CHARGE will march pallbearers out and dismiss pallbearers.

B. Color Guards

1. At the residence or designated viewing location.
 - a. Be at the viewing location thirty minutes prior to the set public viewing time to receive the casket.
 - b. Set flag stands inside the viewing location where flags will be posted.
 - c. Position them next to where the hearse is to be parked.
 - d. Lead casket into the viewing location entrance, stop approximately four paces in front of the casket and wait for religious services. If flags are not allowed to be posted, Color Guards will not stop but will continue marching and exit.
 - e. After religious services, lead casket to the altar area, post flags and exit.
 - f. When religious service is over (approximately four hours later), Color Guards will retrieve flags, escort casket to the front of the church, wait for a short period to allow a blessing and draping of the casket with the appropriate flag.

NOTE: Allow room space for priest to give the blessing.
Color Guards will then lead casket to the hearse.

- g. Once the casket is placed inside the hearse, the OFFICER-IN-CHARGE will call the Color Guard to fall out and immediately proceed to the burial ground.
2. At the burial ground
 - a. Position them next to where the hearse will be parked.
 - b. Escort casket to the grave and stand at attention.
 - c. After the third round of firing from the firing squad (21 Gun Salute), OFFICER-IN-CHARGE will call Color Guards to Present Arms for the playing of the Taps. Order Arms will be called after the playing of the Taps.
 - d. After the presentation of the flag to the next of kin, the Color Guard shall march away from the side and be dismissed

B. Cordons

1. At the residence or designated viewing location.
 - a. Cordons shall be at the designated viewing location thirty minutes prior to public viewing time.

- b. Align them in front of the designated viewing location to form a cordon.
 - c. Upon sight of the Color Guards, OFFICER-IN-CHARGE will order "Present Arms". All individuals will simultaneously present a Slow Salute. Hold Salute until family members enter the place of worship and then OFFICER-IN-CHARGE will call "Order Arms".
 - d. OFFICER-IN-CHARGE of the Cordons will be responsible to post Casket Guards. Personnel for the Cordons, Pallbearers, and Color Guards will be utilized for this tasking. Any other Fire Department member may be utilized.
 - e. Immediately after the opening of the casket, two Casket Guards will be posted at each end of the casket and replaces every ten minutes.
2. At the final resting place
- a. Align themselves between the hearse and the final resting place to form a cordon.
 - b. Upon sight of the Color Guards, OFFICER-IN-CHARGE will order "Present Arms". All individuals will simultaneously present a Slow Salute. Hold Salute until family members pass through the Cordon, and then OFFICER-IN-CHARGE will call "Order Arms".
 - c. Shall remain in Cordon formation until completion of burial ceremonies, or until properly dismissed by OFFICER-IN-CHARGE.

D. Casket Guards

- 1. Casket Guards shall march to approximately two paces from each side of the casket, make an "About Face", and stand at "Parade Rest"
- 2. Stand at attention and "Salute" when the Governor, Lieutenant Governor of Guam, or Fire Chief approach the casket for viewing. Salute will be done simultaneously. Do not wait for a return salute, none will be rendered.
- 3. Upon sight of replacements, both Guards will stand at attention, exchange salutes with replacement, and exit. Replacements will take one step forward make an "About Face" and stand at "Parade Rest".
- 4. At approximately ten minutes prior to closing of the casket the OFFICER-IN-CHARGE of the pallbearers and one Pallbearer will approach the casket to retrieve the Guam Flag. The last two Casket Guards will march out with the OFFICER-IN-CHARGE and the other Pallbearer.

E. Firing Squad

- 1. The residence or designated viewing location.
 - a. Shall be at the viewing location to present the Final Salute at the time indicated, and then report to the Burial Grounds at least one hour prior to the arrival of the hearse to position themselves for the firing of the "21 Gun Salute". Firing Squad will be at "Parade Rest: waiting for the OIC's signal to commence firing.
- 2. At the burial ground or final resting place
 - a. Upon signal from the OFFICER-IN-CHARGE the Firing Squad will:
 - b. Call detail to Attention.
 - c. Command Port Arms (Shooters will bring Weapon up).
 - d. Then command Half Right (After the Right Face is executed, shooters will automatically bring Right Foot slightly to the rear).

- e. Issue a quiet command to the shooters to listen up (With this notice, shooters will bring right foot forward to meet left foot heel to heel.
- f. Command Ready, Aim, Fire. This command will be repeated three times. After the third volley, the OFFICER-IN-CHARGE will:
 - (2) Command Ready Front (At this command, shooters will bring right foot forward to meet left foot heel to heel.
 - (3) Command Half left.
 - (4) Command Present Arms.
 - (5) OFFICER-IN-CHARGE will present a Slow Salute.
 - (6) After playing of the Taps, command Port Arms.
 - (7) OFFICER-IN-CHARGE will then collect three shells of the fired bullets and go directly to the Fire Chief to present him the shells. The exact procedure will be coordinated prior to the shooting.
- g. OFFICER-IN-CHARGE will then march his squad at half step out of burial site and dismiss his squad.

F. Buglers

- 1. The residence of designated viewing location.
 - a. Be present for the Final Salute at the indicated time and then report to the Burial Grounds at least one hour prior to the arrival of the hearse to position themselves for the playing of the taps.
NOTE: If there are no Buglers assigned, the Administrative staff will be at Burial Grounds at least one hour prior to position themselves to play the pre-recorded taps.
- 2. At the Burial Ground
 - a. After the third volley is fired from the firing squad, the Buglers or Administrative staff will allow five seconds to pass and then play the Taps.

G. Final Salute

- 1. The OFFICER-IN-CHARGE of the funeral detail will align all available Fire Department Members to present a Final Salute to the deceased at the time specified.
- 2. Members will be aligned in two's from the tallest to the shortest .A slight adjustment will be made to ensure Lieutenants and above are aligned together.
- 3. Members will march in two's. The first two will march to approximately half a foot away from the casket, simultaneously present a slow Salute, hold Salute for about three seconds, simultaneously drop Salute and exit through side doors. Same process will be done in succession, with the Fire Chief and Staff being last.

H. Flag Folding Procedures

- 1. Fold the open ends down.
- 2. Flatten Flag so that the word Guam is facing up.
- 3. Fold Flag down so that the open ends and folded edge meet.
- 4. Flatten Flag so that the word Guam is facing down.
- 5. Fold each end squarely towards the center approximately eight inches.
- 6. Fold a triangular fold on both ends by bringing the folded edge to the left and the open ends to the right.

7. Continue folding until the flag is at a diamond shape.
8. Insert the feet side into the pocket of the head. The flag should be at a triangular shape with the word Guam visible.

18.04 SCHEDULE OF EVENTS

Memorial Services

For the late

Name and Rank of the Deceased

Day& Date of Funeral

- A. **Official Pallbearers** must be at (Name **of Funeral Home**) no later than 0730hrs (30 Minutes prior to departure).
List all six Pallbearers – Identify OFFICER-IN-CHARGE
- B. Pallbearers will follow hearse to (**Name of Church**). Pallbearers will off load casket and bring it to the Church door. U.S. or Guam Flag will be folded. Immediate family will escort casket into the Church. OFFICER-IN-CHARGE and one other individual will follow the casket into the church and when casket is open, will place Flag inside the casket and exit.
- C. Color Guards and Cordons will be at Name of Church no later than 0830hrs (30 Minutes prior to arrival of hearse) to receive the casket.
 1. List all four Color Guards – Identify OFFICER-IN-CHARGE
 2. Color Guards will lead casket into Church, post colors, and exit through side door of church.
 3. Cordons will align themselves to form a cordon in front of the church. At the command “Present Arms”, all Cordons will simultaneously present a slow salute as the casket passes in front of them.
 4. List all ten Cordons – Identify the OFFICER-IN-CHARGE
- D. At approximately 0930hrs, upon completion of the first rosary, or when applicable two Fire Department members will be posted as guards for about 10 to 15 minutes duration. Personnel from the **Color Guards, Pallbearers and Cordons** will be utilized for this duty. Any other member volunteering for this duty will be utilized.
- E. At **time specified Fire Fighter (Name of Singer)** and company will be situated next to the casket to Pay Tribute to (**Name of deceased**) by singing a song. At this time Fire Fighters will march in two’s, present a Final Salute, and will exit through the side doors
- F. At approximately 1220hrs (10 minutes prior to closing of Casket) (**Name of OFFICER-IN-CHARGE**) of Pallbearers and (**Name of another Pallbearer**) will retrieve the Flag and wait with other Pallbearers in front of the church to drape and load the Casket into the hearse.
- G. Immediately after church services, Color Guards will retrieve the flags and escort body to front of church. Pallbearers will drape the Casket with the appropriate flag and carry casket into hearse. Cordons will align themselves in front of the

church, to form a cordon. Simultaneously present a slow Salute as casket passes in front of them

- H. All **Support Groups (Color Guards, Pallbearers and Cordons)** will immediately proceed to **(Name of Memorial Park)** to receive the body.
- I. Firing Squad and Bugler will report to Name of Memorial Park no later than 1330hrs (30 minutes prior to arrival of hearse).
 - 1. List all eight members of Firing Squad, identify OFFICER-IN-CHARGE.
 - 2. List names of Buglers if any.
- J. At approximately 1430hrs (estimated time) upon completion of the religious ceremony, the Mortuary Director will announce that honors will now be presented. The OFFICER-IN-CHARGE of the Funeral Detail will signal the Firing Squad to commence fire. Firing Squad WILL FIRE OFFF THREE (3) ROUNDS OF SEVEN FOR 21 Gun Salute. Allow about 5 seconds after the 3rd volley and then play Taps. All uniform personnel will “Present Arms” during the playing of the Taps. Pallbearers will fold the Flag after the Taps.
- K. After the folding of the flag the OFFICER-IN-CHARGE, of the Pallbearers **(Name of Officer)** will present the Flag to the Fire Chief to present the Flag to the Next of Kin.
- L. Immediately after the Burial all support groups are released of their assignments.
- M. THANK YOU ALL FOR YOUR ASSISTANCE AND COORPERATION

GUAM FIRE DEPARTMENT

ORGANIZATION	
Chapter:	V- Personnel Policies and Procedures
Subject:	Worker's Compensation
Code:	1-V-19
Revised:	Draft

19.01 PURPOSE

To outline the departmental policies and procedures relative to Worker's Compensation.

19.02 POLICY

- A Worker's Compensation benefits shall cover any work related injury and/or illness.
- B For any work related injury and/or illness, the following shall be completed: Worker's Compensation form, Supervisor's Incident Report, and Authorization for Medical Treatment.
- C The standard Worker's Compensation Form and accompanying forms shall be submitted to the Safety Officer.
- D The Department of Labor shall establish a review board to evaluate each Worker's Compensation claim to determine if all safety standards were met and the eligibility of the individual for Worker's Compensation.
- E Worker's Compensation benefits shall cover all medical bills incurred as a result of any work related injury and/or illness. Worker's Compensation shall also provide reimbursement for any medicines and/or special medical equipment (with receipt) needed as a result of a work related injury and/or illness.
- F Leave covered under Worker's Compensation is considered Worker's Compensation Leave and no deduction is made from accumulated leave benefits.

19.03 PROCEDURE

- A. Any employee suffering a work related injury and/or illness must fill out the Guam Worker's Compensation Form.
- B. Any questions about said claims shall be directed to the Fire Department or the injured employee directly.
- C. All medical bills are to be sent to the Department of Labor for recording.
- D. The employee shall purchase any medicines and/or special medical equipment needed. Receipts for said medicine and/or equipment must be submitted to the Department of Labor.

GUAM FIRE DEPARTMENT

ORGANIZATION	
Chapter:	V- Personnel Policies and Procedures
Subject:	Reporting to Work on Time
Code:	1-V-20
Revised:	Draft

20.01 PURPOSE

To establish guidelines and policies relative to Fire Department member's responsibility to report to work on time.

20.02 POLICY

- A. All Fire Department members of Operations Division shall report to work no later than 0800 hours on the days the individual is scheduled to work.
- B. Members reporting late for duty will be subject to appropriate disciplinary action (see 1-V-11).

GUAM FIRE DEPARTMENT

ORGANIZATION	
Chapter:	V- Personnel Policies and Procedures
Subject:	Typhoon Duty
Code:	1-V-21
Revised:	Draft

21.01 PURPOSE

The purpose of this policy is to establish guidelines for the recall of members in times of natural disasters.

21.02 POLICY

- A. All members shall abide by the procedures established by this policy in the event of a pending typhoon.
- B. In the event of a declaration of Typhoon Condition 2 by the Governor of Guam through Civil Defense members are to proceed as follow;
 - 1. When declaration is made and a member is on Regular Day Off status and his /her platoon is on duty members are to contact their supervisor to determine if they are to report for duty.
 - 2. If the member's platoon is scheduled to be on duty for the pending typhoon and are on Regular Day Off status he/she shall report to their assigned station.
 - 3. In the event of inclement weather and the inability to contact their immediate supervisor members are to contact the nearest station for instructions.
- C. Members who were unable to report to duty shall, upon their first day returning to work, submit to their supervisor explaining the reason they were unable to assume duty.
- D. Members determined not having a valid reason for reporting for duty shall be listed as Absent With Out Leave and are subject for disciplinary action.

GUAM FIRE DEPARTMENT

ORGANIZATION	
Chapter:	V – Personnel Policy and Procedures
Subject:	Service Award Policy
Code:	1-V-22
Revised:	Draft

22.01 PURPOSE

- A. To provide a Service Award Program designed to give official recognition to heroic, meritorious, or outstanding deeds.
- B. To update the Department's Service Award Program.

22.02 PROGRAM OBJECTIVES

- A. The Objective of the Service Award Program is to foster morale, incentive, and “esprit de corps” by providing a standard and updated format to allow official public recognition of sustained superior performance and of specific deeds performed by member of the Guam Fire Department either individually or as a unit.
- B. To provide a format for official public recognition by the Guam Fire Department of meritorious deeds performed by private citizens.

22.03 DEFINITIONS

- A. GFD members: Any sworn employee in the Guam Fire Department performing the duties of a firefighter under whatever designation they may describe in any salary or departmental ordinance providing compensation for the fire department. The term member shall include officers.
- B. Civilian Member: Any non-uniformed personnel employed by the Guam Fire Department.
- C. Private Citizen: Any person who is not employed by the Guam Fire Department.

22.04 INDIVIDUAL AND UNIT AWARDS

- A. Individual and unit awards afford a means of accomplishing the above state objectives through prompt official public recognition of acts of exceptional bravery, outstanding achievement, and meritorious service performed by individuals or units, to preserve their integrity, awards are only given to recognized acts of service which are clearly and distinctly outstanding in nature and magnitude.
- B. These acts or services must place a person or unit's performance significantly above that of their contemporaries and be of such importance that they cannot be appropriately recognized in any other way.

22.05 CLASSES OF AWARDS

Awards authorized by the Guam Fire Department shall be divided into five major categories; valor, lifesaving, individual performance, unit performance, and civilian lifesaving awards:

A. Valor Awards

1. Medal of Valor

- a. This is the highest award given for valor and is awarded to an individual who distinguishes himself/herself by conspicuous bravery and heroism in the performance of an official act involving extremely great personal risk and imminent peril of loss of life which is clearly above and beyond the call of duty.
- b. Only sworn members of the Guam Fire Department are eligible to receive this type of award.
- c. Except in the most extenuating circumstances, not more than one Medal of Valor shall be awarded within any three-year period.
- d. The Awards Committee's approval must be unanimous.

2. Silver Star Award

- a. This is the second highest award given for valor and is awarded to an individual who distinguishes himself/herself by displaying courage and bravery in the performance of an official act involving personal risk above and beyond the call of duty.
- b. Acts required for this award are of less magnitude than those required for the Medal of Valor.
- c. Only sworn members of the Guam Fire Department are eligible to receive this award.
- d. The great majority of acts of valor falls within this the definitions of this award and the Awards Committee is instructed to reserve the Medal of Valor for those acts of heroism that are so valiant and so far beyond the normal acts of bravery that they completely overshadow the majority of valorous acts.
- e. The Silver Star Award may be given as merited and must be by a majority recommendation of the Awards Committee.

B. Lifesaving Award:

1. Sworn and non-sworn members of Guam Fire Department and private citizens are eligible to receive this award.
2. This is the only award for saving a life and is awarded to an individual who distinguishes himself/herself by the act of saving the life of another person or persons through his/her direct action or intervention in a life-threatening situation.
3. It is not necessary that the individual performing the act of lifesaving expose himself/herself to physical danger. Examples are saving the life of a person in cardiac arrest by performing CPR or saving a drowning victim
4. This award may be given as merited and must be by a majority recommendation by the Awards Committee.

C. Individual Performance Award

1. Supervisor/Employee of the Year

- a. This is the highest award given for individual superior performance and is awarded to an individual who distinguishes himself/herself by

sustained superior performance for a period of not less than one year by demonstrating competency, efficiency, dedication, loyalty, good judgment, zeal, and ingenuity that is clearly far above the requirements of his/her duties and the efforts of his/her contemporaries.

- b. Individuals must have been employed with the Guam Fire Department for not less than two (2) years and must have never been a recipient of this award.
- c. Firefighters must be Fire Service Specialist and below to receive the Employee of the Year.
- d. To receive the Supervisor of the Year a person must be holding the position of Fire Captain and above.
- e. This award may be given as merited and must be by a majority recommendation by the Awards Committee.

2. Meritorious Service Award

- a. Sworn and non-sworn members are eligible for this award.
- b. This is the second highest award given for individual superior performance and is awarded to an individual who distinguishes himself/herself by sustained superior performance for a period of not less than one year by demonstrating competency, efficiency, dedication, loyalty, good judgment, zeal, and ingenuity that is clearly far above the requirements of his/her duties and the efforts of his/her contemporaries.
- c. This award may also be presented to any Guam Fire Department member who retires with 25 years or more of service.
- d. This award may be given as merited and must be by a majority recommendation by the Awards Committee.

3. Commendation Service Award

- a. Sworn and non-sworn members are eligible for this award.
- b. This is the third highest award given for individual superior performance and is awarded to an individual who distinguishes himself/herself by sustained superior performance for a period of not less than one year by demonstrating competency, efficiency, dedication, loyalty, good judgment, zeal, and ingenuity that is clearly far above the requirements of his/her duties and the efforts of his/her contemporaries.
- c. This award may also be presented to any Guam Fire Department member who retires with at least 20 years of service and not more than 25 years or more of service.
- d. This award may be given as merited and must be by a majority recommendation by the Awards Committee.

4. Employee of the Quarter

- a. This is the fourth highest award given for individual superior performance and is awarded to an individual who distinguishes himself/herself by sustained superior performance for one quarter of the fiscal year, through his/her competency, dedication and efficiency in he exceptionally outstanding performance of duty.

- b. The individual must demonstrate accomplishments above that of his/her contemporaries.
 - c. The individual must not have previously been a recipient of this award for any quarter within the same year.
 - d. The individual must have been employed the Guam Fire Department for not less than 2 years.
 - e. The individual must not have had any written reprimands during the quarter for which he/she has been nominated.
- 5. Commanding Officers Citation
 - a. Sworn and non-sworn members are eligible for this award.
 - b. This is the fifth highest award given for superior individual performance and is awarded to an individual who distinguishes himself/herself by excellent accomplishment of a specific act, project, or assignment.
 - c. This award is merited and must be submitted via channels to the Fire Chief for approval.
- D. Unit Performance Awards
 - 1. Fire Chief's Outstanding Unit Citation
 - a. Any Unit of the official organization of GFD is eligible to receive this type of award.
 - b. This is the only award given for outstanding performance as a unit and is

22.06 POWER, SCOPE, AND MAKE UP OF THE AWARDS COMMITTEE

- A. An awards committee will be established by the Fire Chief at the beginning of each calendar year and will consider all awards recommendations properly placed before the committee during their tenure, to include the awards presented during the First Week celebrations. The Awards Committee will consist of the following individuals:
 - 1. Awards Committee
 - a. Fire Captain, Chairman.
 - b. One (1) Fire Specialist, Vice Chairman.
 - c. One (1) Firefighter II.
 - d. Two (2) Firefighter I's.
 - e. One (1) Civilian Employee.
 - f. Three (3) alternates will be appointed. Not more than one alternate may be appointed from any one of the five categories listed above.
- B. The Chairman of the Committee shall, after his/her appointment as chairperson, review this General Order and submit an addendum if any to the Special Instruction portion (Section XIV) of this Order.
- C. The Fire Chief will appoint the members of the Awards Committee by Special Order. Appointments will be effective for a period of one year from October 1st through September 30th.
- D. No Member of the Awards Committee shall serve in excess of one (1) year (alternates excluded), but after a period of one year has elapsed, any member may be appointed for no more than one (1) additional term.

- E. The Fire Chief will immediately appoint a replacement of the same category for any Awards Committee member who resigns, retires, fails to complete his full term for any reason, is a nominee of any award, or the individual recommending an employee for an award.
- F. Five (5) members of the Awards Committee will constitute a quorum.
- G. Each member of the Awards Committee will have one (1) vote. The Chairman will only vote in the event of a tie.
- H. The Awards Committee will review all awards recommendations properly submitted to it. The Awards Committee also retains the power to recommend changing the category of awards submitted to a higher or lower category or deny the award should the committee determine this action is justified by the facts.
- I. The Awards Committee will submit its recommendations to the Fire Chief for approval or disapproval. Although the Fire Chief retains approval or disapproval authority, he may not change the categories of an award without the concurrence of the Awards Committee.
- J. All decisions recommended by the Awards Committee and concurred with by the Fire Chief are final and binding.

22.07 PROCEDURES FOR NOMINATIONS TO THE AWARDS COMMITTEE

- A. It shall be the responsibility of the employee's immediate supervisor and/or other supervisor to promptly submit to the Awards Committee any outstanding or meritorious act or sustained performance accomplished by an employee.
- B. The Supervisor will prepare the report in an original and one copy. The original will be submitted to the Awards Committee for consideration and the supervisor will retain the copy.
- C. The supervisor will include a detailed written report citing all pertinent details of the incident, including a description of the act or the sustained superior performance accomplished by the employee along with all substantiating evidence such as the names of the witnesses, if any, and medical testimony if applicable.
- D. The supervisor will include in his report a recommendation relative to the category of award(s) for which the employee should be considered.
- E. In the case of meritorious acts or sustained excellent performance by a private citizen, it is the responsibility of any member or private citizen having knowledge to bring it to the attention of the Awards Committee who will determine who is to make the official nomination.
- F. All awards received under this Section will be made a part of the individual's personnel file.

22.08 PROCEDURES FOR AWARDS NOT REQUIRED TO BE SUBMITTED TO THE AWARDS COMMITTEE

- A. For the awarding of the Fire Chief's Outstanding Unit Citation, the Chief may initiate and approve the award himself. The Chief may also accept and approve or disapprove recommendations submitted by the unit recommending itself or recommendations by a head of any other unit of equal or higher echelon.

- B. For the awarding of the Commanding Officer's Citation, supervisors will prepare and submit the Award Nomination Form and supporting documents via the Chain of Command to the Chief for approval.
- C. All awards received under this section will be made a part of the employee's personnel file.

22.09 PROCEDURES FOR MAKING AWARDS

- A. The Fire Chief, or his/her designate, will convene the Awards Committee as needed to review all recommendations.
- B. All supervisors shall recommend employees within their unit and report any incidents they think merits consideration and recommend a class of award.
- C. Recommendations for the Lifesaving Award should be accomplished by medical or eyewitness testimony.
- D. Recommendations of the supervisor for Employee/Civilian of the Quarter must be submitted to the Awards Committee no later than ten (10) working days after the close of the quarter. All recommendations for Employee of the Quarter must be submitted to the Fire Chief in the proper format no later than fifteen (15) working days after the close of the quarter.
- E. All recommendations for the Supervisor/Employee of the Year will be submitted to the Awards Committee in proper format no later than fifteen (15) working days after the close of the calendar year or date specified by the Fire Chief.
- F. Individuals who are nominated for Employee of the Quarter, but are not selected are still eligible to be nominated and compete for the Award during the subsequent quarter.
- G. The Commanding Officer's Citation will be awarded as follow:
 - 1. District Chief, or Section heads, may initiate or receive recommendations for the Commanding Officer's Citation award from any Officer in Charge/Supervisor of his/her division or section.
 - 2. Nominations for Commanding Officer's Citation will be forwarded via chain of command to the Fire Chief for approval.
- H. All recommendations for awards must be accompanied by supporting documents.
- I. All recommendations for awards, except for the Commanding Officer's Citation, and the Fire Chief's outstanding Award must be submitted to the Awards Committee for approval or disapproval.
- J. All recommendations, for the awards that are to be presented during the Fire Service Week must be submitted to the Awards Committee no later than one month before the Fire Week celebrations are scheduled. This is required in order to give the Awards Committee ample time to study all recommendations thoroughly and make proper selections from the field of recommendations.
- K. All awards will be made permanent part of the individual's personnel file.
- L. The Awards Committee must comply with this policy.

22.10 LIMITATIONS AND RESTRICTIONS

- A. Any service award shall be awarded with extreme caution. In instances where there is any doubt, the award shall be denied.

- B. No individual may receive more than one award in each of the major categories within the same calendar year. Except;
 - 1. Recipients of the Firefighter/Civilian of the quarter and Commanding Officer's Citation.
 - 2. Recipients of these two awards can still be nominated for other awards within the same category.
- C. Nominees for individual performance awards category must not have a written reprimand, ongoing or pending investigation for misconduct during the period for which the individual is being considered for an award.

22.11 DESIGNS AND CONSTRUCTION OF MEDALS AND AWARDS

- A. Citation awards shall consist of a certificate, which shall be on parchment type paper and contain a brief description of the reason(s) for the award and the name of the person/unit the citation was awarded to and the date of the act performed or inclusive dates for sustained performance citations.
- B. Units receiving awards and citations shall receive an additional copy of the citation with the unit's name inscribed on the citation for display in the unit's area.
- C. The Medal of Valor shall consist of a shirt bar, and certificate to accompany the medal. The medal shall be gold in color. Bordering the center portion of the medal is a wreath, blue in color on which the words "Medal of Valor" in gold color are inscribed. The medal is suspended from a ribbon blue in color with a white stripe and of sufficient length to be placed over the recipient's head so that the medal will rest presentably upon the center, upper portion of the recipient's chest just below the neck. The Shirt bar (ribbon bar) is gold in color.
- D. The Silver Star Award shall consist of a shirt bar and certificate. The shirt bar shall be blue in color with a silver star in the center.
- E. The Lifesaving Award shall consist of a shirt bar and certificate. The shirt bar shall be red/white/red in color. Note: For private citizens and non-sworn members of the Guam Fire Department, the award shall consist of only a certificate.
- F. The Firefighter/Supervisor of the Year award shall consist of a plaque, shirt bar, and certificate. The Civilian of the Year award shall consist of a plaque and certificate. The plaque will be of high grade polished wood with a gold colored plate with the name of the recipient. The words "Firefighter/Supervisor/Civilian of the Year" and the year under the phrase "Guam Fire Department" centered on the upper portion of the plate.
- G. The Meritorious Service shirt bar shall be red and white in color.
- H. The Commendation Service Shirt bar shall be red and green in color
- I. The Firefighter/Civilian of the Quarter award consists of a shirt bar and a certificate signed by the Fire Chief and the Governor of Guam.
- J. The Chief's Outstanding Unit citation consists of a plaque and certificate for the unit.
- K. The Commanding Officer's Citation consists of a certificate
- L. The Guam Fire Department Citizen's Plaque for Heroism shall be wooden with gold colored metal surfaces attached to the wood. The metal area will be for the inscribing of pertinent data. The Plaque will contain the following words "Heroism" shall be inscribed in letters at least twice as large as any other letters

on the plaque. Below this, an inscription will read, "Presented to (name) for Heroism in the face of imminent peril on (date of act).

- M. The Guam Fire Department Citizen's Award for Meritorious act shall be certificate and citation.
- N. The Guam Fire Department Citizen's Award for Exceptional Service shall be a certificate and citation.

22.12 PRESENTATION OF AWARDS

- A. The Governor at the annual Fire Week celebration will present the Medal of Valor and the Supervisor/ Employee of the year.
- B. The Chief or his representative may present the Commanding Officer's Citation. It may be presented at daily lineups, recruit graduations, Commander Officer's conference, and departmental meetings or gatherings. The date, time and place will be designated by the Chief's Office.
- C. The Fire Chief will announce the Employee of the Quarter during the month following the closing of each quarter of the Calendar year. The exact date, time, and place will be designated by the Chief's Office.
- D. The Chief at the yearly Fire Week celebration will present all awards including Employee of the Quarter and Commanding Officer's Citation once a year.

22.13 STANDARDS OF WEARING AWARDS

- A. Medals may be worn with the Class "A" Uniform and will be centered just above the nameplate.
- B. Shirt bars should be worn with the Class "A" Uniform and centered just above the nameplate.

22.14 RECOMMENDATIONS TO OTHER ORGANIZATIONS

Organizations will occasionally ask for recommendations for awards. Accordingly the personnel officer will maintain a file of all awards granted by the department for reference when such requests are made

22.15 SPECIAL INSTRUCTIONS TO AWARD COMMITTEE

- A. Review **ONLY** documents properly submitted pertaining to the nominees.
- B. Verbal information, comments, remarks, or hearsay evidence shall not be considered.
- C. The Chairperson shall not allow outsiders (persons other than committee members) to participate during their meetings or deliberations.
- D. The Chairperson shall disqualify any committee member who is nominated for an award including him self.
- E. The Chairperson shall enforce discipline among committee members and shall observe professionalism.
- F. When ever a motion is made, seconded, and voted upon, it shall be final.
- G. The Award Committee shall comply with all Departmental Directives applicable to their committee.

- H. In the event that one or more committee members are absent, the Chairperson shall select a replacement from any of the alternate members.
- I. In the event that the Chairperson is absent, the Committee members most senior in rank shall chair the meeting.
- J. Divulging of silicate's names other than to the Chief by committee members is prohibited.
- K. Divulging of the deliberations of the committee other than to the Chief is prohibited
- L. All documents submitted to the committee for their review shall accompany the committee's final recommendations to the Chief.

GUAM FIRE DEPARTMENT

ORGANIZATION	
Chapter:	V- Personnel Policies and Procedures
Subject:	Smoking Policy
Code:	1-V-23
Revised:	Draft

23.01 PURPOSE

To establish a department wide policy identifying where tobacco products may be smoked.

23.02 POLICY

- A. Personnel affected shall include all members of the department.
- B. All interior areas of a government building or vehicle shall be designated as non-smoking areas.
- C. Smoking will be permitted in areas outside buildings, vehicles and away from public contact.
- D. No smoking signs shall be posted in all non-smoking areas.
- E. The general public, when visiting fire department facilities, will be required to adhere to the provisions of this policy.
- F. Members are prohibited from smoking when involved in emergency operations and/or training.
- G. Any member in violation of this policy will be appropriately disciplined.

GUAM FIRE DEPARTMENT

ORGANIZATION	
Chapter:	V- Personnel Policies and Procedures
Subject:	Light Duty Policy
Code:	1-V-24
Revised:	Draft

24.01 PURPOSE

To provide members with an understanding and description of Light Duty.

24.02 POLICY

- A. Light duty shall be a means to have useful work for a member to do when, because of injury or illness, he/she is unable to do the regular work.
- B. Fire Department members, who are either on injury leave or sick leave, are expected to return to work as early as medically feasible.
- C. During incapacity from regular duty, when a member is medically able to perform light work, the Department will make every effort to find light work which the member is able to perform, even if it is in a different section.

24.03 RESPONSIBILITY

- A. The Deputy Fire Chief is responsible for ensuring that members on light duty are utilized in the proper capacity.
- B. The member is responsible for informing his/her supervisor that they have been placed on light duty status and submitting a proper certification from a licensed physician.
- C. The supervisor shall ensure that a member submits proper certification from a physician stating his/her readiness to return to regular duty.

24.04 DEFINITION

Light duty shall consist of any light work, which does not conflict with restrictions set forth by a physician.

24.05 PROCEDURE

- A. Members incurring an injury and/or illness in the line of duty must complete and submit an incident report of the injury or illness.
- B. Light duty assignments will be determined either by the Fire Chief or Deputy Fire Chief
- C. Once an individual accepts a light duty assignment, he/she will be informed as to the reporting date, time and place.
- D. If the individual(s) fail to report for the department will take work appropriate disciplinary action.
- E. At the end of the light duty period, the light duty supervisor will inform the regular supervisor as to the member's performance and date of return to regular duty.

GUAM FIRE DEPARTMENT

ORGANIZATION	
Chapter:	V- Personnel Policies and Procedures
Subject:	Beds and Lockers Policy
Code:	1-V-25
Revised:	Draft

25.01 PURPOSE

To establish guidelines for the assignment and maintenance of beds and lockers.

25.02 POLICY

- A. The station Officers in Charge will determine bed and locker assignments.
- B. Beds shall be properly dressed upon assumption of duty.
- C. Beds and lockers shall be kept neat and clean.
- D. Beds covers shall be changed as necessary to keep beds in a neat and sanitary condition.
- E. Sleeping on top of beds without covers is prohibited.
- F. Mattresses shall be turned over and aired out on a weekly basis and not folded.
- G. Beds shall be provided only for personnel on duty
- H. Lockers shall be inspected according to (1-IV-32).

25.03 RESPONSIBILITY

- A. Personnel assigned to a particular bed and locker shall be responsible for their cleanliness and maintenance.
- B. District Commanders and Station Officers in Charge are responsible for seeing that those members under their command clean and maintain their assigned bed and lockers.

GUAM FIRE DEPARTMENT

ORGANIZATION	
Chapter:	V- Personnel Policies and Procedures
Subject:	Watch Duty
Code:	1-V-26
Revised:	Draft

26.01 PURPOSE

To establish guidelines to be used in the scheduling of watch duty, set forth responsibilities of the personnel on watch, and establish procedures to be used while performing watch duties.

26.02 POLICY

This policy shall apply when assigning watch duty.

26.03 AUTHORITY AND RESPONSIBILITY

- A. Upon assuming duty at 0800 hrs all members are responsible for watch duty until 2200 hrs.
- B. The Officer-In-Charge shall arrange equitable watch duty of all members in their station.
- C. The Officer in Charge shall be responsible to post watch duty on the station bulletin board or blackboard and to ensure that the watch is entered in the station journal.
- D. It shall be the responsibility of all department personnel to know and understand these guidelines.

26.04 PROCEDURES

- A. The watch duty shall be maintained in the station at all times in full duty uniform except when an activity is in progress which renders such watch unnecessary.
- B. The members shall assume duty at the specified time designated by the Officer in Charge.
- C. They shall be alert and active in performance of duty and observe that apparatus, equipment and alarm appliances are in a state of readiness for immediate use.
- D. Members on watch duty shall maintain quarters at the assigned watch duty station, and ensure that all unnecessary noises are abated, and that all lights not in use are turned off
- E. Members on watch shall make periodic checks of the station grounds to ensure its security, while still monitoring communications with the Alarm Office.
- F. Member on watch duty shall call his/her relief 10 minutes prior to the end of his/her assigned watch duty period.
- G. Members may exchange watch duty period with the express consent of the Officer in Charge.
- H. Members on watch duty shall be responsible to greet all visitors and ascertain the reason for their visit.
- I. In the event that a situations arises that cannot be addressed by the member on watch duty, the Officer in Charge shall be summoned immediately.

- J. The Officer in Charge shall be informed of the arrival of maintenance personnel, supplies, and deliveries. Such arrivals shall be entered in the station journal.
- K. If a member is needed to complete the watch duty schedule then the Officer in Charge shall be assigned a watch period.

GUAM FIRE DEPARTMENT

ORGANIZATION	
Chapter:	V - Personnel Policies and Procedures
Subject:	Physical Training (Uniform Personnel)
Code:	1-V-27
Revised:	Draft

27.01 PURPOSE

- A. To provide an on-duty exercise program that may help reduce physical injuries.
- B. To provide a form of exercise that promotes firefighter wellness.
- C. To establish guidelines for an exercise program for personnel to follow.

27.02 POLICY

- A. The exercise program is a mandatory on-duty department program.
- B. All firefighters shall exercise when working on their normally assigned shift as outlined.
- C. All personnel required to participate in the exercise program will be covered by the Government's Workers Compensation Program should an injury occur during exercise as approved in this policy.

27.03 SCOPE

- A. This operational procedure shall apply to all Guam Fire Department personnel, with the exceptions outlined in item B.
- B. The following personnel will not be affected by this program: secretarial staff and fire department mechanics.
- C. The exercise program shall consist of an individual walking program and is the minimum level of acceptable exercise approved by this policy.
- D. Personnel can choose to walk, jog or run. The use of mechanical exercise equipment and/or free weights is also acceptable.
- E. The following weather conditions shall cancel the walking program for the day:
 - 1. If there is a heat advisory in effect at the time of the scheduled exercise.
 - 2. If there is inclement weather.

27.04 AUTHORITY AND RESPONSIBILITY

- A. District Commanders will monitor and insure that the personnel under their command participate in the exercise program.
- B. All officers are responsible to insure that those whom they supervise comply with this policy.
- C. The exercise program will be conducted between the hours of 1600 - 1800 as provided in the departments structured day plan unless it becomes necessary to meet the scheduled departmental training.
- D. The Officer In Charge may reschedule the exercise program earlier in the day when necessary to coordinate other scheduling conflicts. The

rescheduling should remain the exception rather than standard daily practice.

27.05 OBJECTIVES

Personnel will exercise for a minimum of 60 continuous minutes on each normally assigned shift.

27.06 PROCEDURES

- A. A physician must provide a certification of physical capability, to insure that each firefighter is physically fit to participate in the exercise program and to insure that their physical safety is not put at risk.
 1. Physicians approval shall be determined by the following method;
 - a. Each firefighter shall receive a physician's approval by confidential review and interview with a Physician of their choosing. This method shall result in an expense, which would be the firefighters responsibility.
 - b. The report and questionnaire will remain private and confidential between the firefighter and the physician. No Government department or personnel will see this information.
- B. All personnel, once approved to participate, shall participate in the exercise program unless a physical limitations certification from a licensed physician is submitted when the individual returns to work following an injury, illness or is assigned to light duty.
- C. Personnel who are actively under the care of a physician prescribed exercise program will not need to participate in this program until they have finished their Physicians Program. However, proof of their participation in this prescribed program is to be submitted to the department. Once the physician's program is completed, the individual will then participate in the department's program.
- D. Uniform personnel who work Monday through Friday will participate twice a week in the program as a minimum and shall schedule their own time.
- E. Personnel can exercise at another location as approved by the OIC as long as the site is in the company's first due area and will not result in any delays in response.
- F. The exercise program is a high priority for improving wellness. Due to the importance of this program, every effort will be made to schedule other activities outside of this time slot.
- G. If personnel respond on emergency incidents during the time slot designated for the exercise program, any time left during the time slot shall be used to complete the exercise program, if time permits. If no time remains, the exercise will be deemed completed for the day. Time to drive to and return from exercise is part of the 1600 - 1800 time slot.
- H. A daily record will be maintained in the station journal.
- I. All companies will remain in service while personnel exercise.
- J. All personnel will exercise in clothing approved by the fire department.

- K. Mobile radios shall be utilized so that all personnel can be alerted for responses.
- L. Personnel are to restrict all non-urgent disruptions during this time such as visitors and telephone calls.

GUAM FIRE DEPARTMENT

ORGANIZATION	
Chapter:	V - Personnel Policies and Procedures
Subject:	Military Training Guidelines
Code:	1-V-28
Revised:	Draft

28.01 PURPOSE

The purpose of this order is to establish standard guidelines for Guam Fire Department personnel who are active members of the U.S. Armed Services Reserve and National Guard Units in meeting scheduled military training programs, and to insure proper scheduling of personnel to maintain adequate staffing requirements.

28.02 POLICY

It is the policy of the Guam Fire Department that all U.S. Armed Services Reserve and National Guard members employed by the Department are afforded the time required to participate in all scheduled military training programs and other activities.

28.03 DEFINITIONS

The terms used in this order are defined according to National Guard Regulations and Civil Defense Directives.

- A. Active Duty for Training (ADT) – Full Time duty in the active military service of the United States for training purposes
- B. Annual Training (AT) – A period of Full Time Training Duty (FTTD) for members of Reserve Components required to be performed at a minimum of 15 days each calendar year. This duty is usually performed at summer encampment, and may include participation in field exercises and maneuvers.
- C. Military School – Training other than annual and/or unit training, which provide additional training to further enhance individual skill proficiency and promotion.
- D. Inactive Duty Training – On duty other than active duty or full-time training on duty authorized by Federal Law for units or members of Reserve Components. This includes the Unit Training Assemblies (UTA) and the Multiple Unit Training Assemblies (MUTA).
- E. UTA – Unit Training Assemblies. Are training assemblies to meet the unit needs only (attached chart).
- F. MUTA – Multiple Unit Training Assemblies are formally conducted training to provide maximum utilization of time and training continuity. The training assemblies are held one weekend monthly (attached chart).
- G. National Emergency – Any emergency which in the determination of the President of the United States will adversely affect the Public Welfare and present a threat to life, property, resulting from disaster, civil disturbance or enemy attack.

- H. Territorial Emergency – Any major disaster, catastrophe or civil disturbance, which in the determination of the Governor of Guam requires efforts to save life and protect property, public health and safety.

28.04 SCHEDULING

Each member of the reserve or National Guard will be responsible for obtaining a schedule of all required AT's or MUTA'S. Copies of the training schedule will be submitted to the member's OIC and to the Fire Military Affairs Coordinator.

28.05 DUTIES AND RESPONSIBIITY

- A. Unit Officer –in-Charge. The Unit Officer –in-Charge is responsible for ensuring that the following are accomplished prior to granting leave for members of the Armed Services Reserve and/or National Guard.
 - 1. Schedule all assigned unit personnel to insure that Reserve and National Guard members are given regular days off during the weekends when possible to prevent conflict of assignment with military training requirements.
 - 2. Submit leave request at least 30 days in advance for all Reserves or National Guard members participating in the Annual Training (AT) or military schools.
 - 3. Insure that the leave request are accompanied by a copy of an official military order or approved application for training issued by the responsible military command. In the case of AT and MUTA's, an official training dates schedule will be used in lieu of a military order or application for training.
 - 4. Maintain a personnel file of all Reserves or National Guards members assigned to his command or unit.
 - 5. Channel all military training leave request through the Guam Fire Department Military Affairs Coordinator.
 - 6. Submit a semi-annual update listing of all unit personnel who are members of the Armed services Reserve or National Guard to the Guam Fire Department Military Affairs Coordinator.
- B. Reserve and National Guard Members. Guam Fire Department employees who are active members or the Armed Services Reserve or National Guard will be responsible for the following when requesting leave to participate in Reserve and/or National Guard training.
 - 1. Obtain copies of scheduled training dat4s as provided by the military command to which assigned and submit to the Guam Fire Department Unit OIC and Military Affairs Coordinator.
 - 2. Notify the Unit OIC and the Military Affairs Coordinator of intention to attend a military school. This is accomplished by completion an application for training.
 - 3. Request for leave of absence from Guam Fire Department to attend military training, to include AT, must be submitted at least 30 days in advance. This request must be accompanied by a copy of official military orders, an

approved application for training issued by the responsible military command, or an official schedule of AT dates.

4. Leave will not be granted until military orders are received or confirmed by the respective Reserve or National Guard Headquarters.

C. Guam Fire Department Military Affairs Coordinator is responsible for the following:

1. Review all military affair directives and update as needed.
2. Participate in all military affairs meetings, which may affect Guam Fire Department personnel members of the Armed Services Reserve or National Guard.
3. Inform all unit commanders of any changes in military affair guidelines.
4. Maintain an up-to-date listing of all Guam Fire Department personnel who are members of the Armed Services Reserve or National Guard.
5. Coordinate all leave requests for military training with unit concerned prior to approval by the Fire Chief.

28.06 LOCAL EMERGENCY

- A. All Guam Fire Department employees who are active members of any Armed Services reserve units are not required to report for duty with their respective reserve unit – during any Local Emergency, but must report to their respective Guam Fire Department assignments as outlined in an approved Special Order. However, when the Governor of Guam declares a territorial emergency and activates the Guam National Guard, all National Guard members are to report to their respective National Guard unit for emergency duties.
- B. When there is a waiver or an approved agreement between Guam Fire Department and the National Guard Commander, Guam Fire Department personnel will be released from their National Guard unit and will report to their respective Guam Fire Department assignment as outlined in an approved Special Order.

28.07 NATIONAL EMERGENCY

When the President of the United States declares a national emergency, all Armed Services Reserve and National Guard members will be ordered to report for emergency duties with their respective units. Guam Fire Department will make every effort to insure that all Reserve and National Guard members are immediately relieved from duty and prepare the necessary leave request needed to process out each member upon presentation of an official military order.

Training Assemblies

Type	No of Training Periods	Day (S) of Pay	Retirement Points	Remarks
UTA	1	1	1	Not less than 4Hrs duration
MUTA-2	1-2	2	2	Two UTA in a Calendar day
MUTA-3	1-3	3	3	Two UTA in a calendar day with UTA (period 1) performed on preceding day or UTA (period 3) on succeeding day.
MUTA-4	1-4	4	4	Four UTA conducted on 2 successive days.
MUTA-5	1-5	5	5	Four UTA conducted on 2 successive days with UTA (Period 1) performed on preceding day or UTA (period 5) on succeeding day
MUTA-6	1-6	6	6	Six UTA conducted on 3 successive days.

GUAM FIRE DEPARTMENT

ORGANIZATION	
Chapter:	V – Personnel Policy and Procedures
Subject:	Fire Academy Policy
Code:	1-V-29
Revised:	Draft

29.01 PURPOSE

To establish policy and procedures for Fire Academy Staff and Fire Recruits during training at the Guam Fire Academy regarding attire, conduct, and training schedule.

29.02 POLICY

It shall be the policy of the department to ensure proper attire, conduct, and training schedule to be adhered by Academy Staff and Recruit trainees.

29.03 FIRE ACADEMY STAFF UNIFORM STANDARDS

A. CLASS A (Dress Uniform)

1. Shirts

- a. Color
 - (1) Light blue for officers.
 - (2) Navy Blue for firefighter I, II, and Fire Specialist.
- b. Tailoring: Uniform Dress shirts are to be long tailored, full Fire Service style with pressed on military crease. Two in front, three on back, and one on each sleeve. Sewn on Military creases are permitted.
- c. Sleeves: Shirtsleeve shall be long, extending from the shoulder seam to the wrist joint.
- d. Pockets: Shirts shall have two standard pockets with flap covers. The flaps shall be buttoned in the center. The left pocket may have a 1” pen slot on the right corner of the flap cover.
- e. Badge Holder: Shirts may have a one inch wide strip of reinforcement material sewn on the inside so the shirt extending from the center of the left shoulder to the center of the left pocket for badge support. Two vertical eyelets, if sewn in shall be centered above the seam of the left pocket flap for the purpose of pinning the badge. The top eyelet if sewn in, shall be one and half inches above the seam of the left pocket flap cover.
- f. Collar: The shirt shall have a permanent collar.
- g. Buttons: Shirts shall have an equally spaced seven buttons front. Buttons shall be the same color as the shirt. All buttons eyelets shall be strongly reinforced. Buttons shall be strongly secured to withstand heavy wear and stresses.

- h. Workmanship: All cuts and seams must be straight, reinforced and evenly stitched. Any discrepancies in workmanship shall be cause for rejection.
- i. Material: Shirt construction material shall be made of 65% polyester/ 35% cotton.

2. Trouser/Pants

- a. Color: Navy blue
- b. Tailoring: Trousers shall be long and straight legged or boot cut, with two vertical back pockets and two hip pockets without flaps. Pleats, peg, bell-bottom, or cuffs are prohibited. All pocket and zipper lining must not be visible. There shall be seven belt loops. Trousers shall be neatly tailored and loose enough to allow complete freedom of movement. Material gathering around the waistline of the trouser due to poor fitting shall be cause for rejection.
- c. Workmanship: All cuts and seams must be straight, reinforced and evenly stitched. Uneven cuts on the fly, pockets, waistline, belt loops, or cuffs shall be cause for rejection.
- d. Material: Trouser construction material shall be made of 65% polyester/ 35% cotton.
- e. Findings: The thread used for seams or reinforcements shall be made of J & P coat appropriate and same color to material of the trouser. Zipper color shall be same as trouser shade. Pocket shall be good quality Dacron-cotton skirting. Waistband shall be properly treated rubber or felt. All findings must have “wash and wear” qualities that do not cause bunching, shrinking or wrinkling upon washing.
- f. Skirt (Women): Optional
 - (1) Material: The skirt shall be of the same material and color as Class “A” trouser, to be worn no shorter than two inches above the kneecap, or no longer than two inches below the kneecap. Pockets shall be good quality Dacron-cotton skirting. Waistband shall be properly treated rubber or felt.
 - (2) Style: “A” line skirt with full lining hidden waistband.
- g. Shoes: Shall be rubber or leather soled black oxford (low quarters) or chukka style. Shoes shall be of patent type.
- h. Badge: GFD issued badge with appropriate rank.
- i. Hat: Navy blue Campaign hat with appropriate rank insignia.
- j. Undershirt: Undershirt shall be a plain white crewneck tee shirt without design or logo.
- k. Belt: Black leather basket weave belt with silver buckle only.
- l. Socks: Plain black or navy blue socks with a minimum length to mid-calf.
- m. Accessories:
 - (1) Gloves: Plain white dress uniform cotton gloves.
 - (2) Necktie: Plain navy blue without design and without sheen. 3” tapered to 2”, pointed at the ends with tie clasp.
 - (3) Web Duty Belt: Plain white, 4” wide with chrome buckle.
 - (4) Collar insignia: GFD issued collar insignia with appropriate to rank.

(5) Tie Clasp: Metal tie clip ¼" width by 2" length with Maltese cross design on center.

(a) Silver (Firefighter I, II, and Specialist)

(b) Gold (Captain, Battalion Chief,)

H. Class B (Work Uniform)

1. Shirt:

a. Color

(1) Light blue for officers.

(1) Navy blue (Firefighter I, II, and Specialist)

b. Tailoring: Shirts shall be highly pressed, military creases are optional. Sewn on military creases are not permitted.

c. Sleeves: Sleeves shall be short to extend from the shoulder seam to the elbow joint and creased on center.

d. Pockets: Shirts shall have two standard pockets with flap covers. The flap shall be buttoned in the center. The left pocket may have a one-inch pen slot on the upper right corner of the flap.

e. Collar: The shirt shall have a permanent collar.

f. Buttons: Shirts shall have an equally spaced seven-button front. Buttons shall be the same color as the shirt. All button eyelets shall be reinforced. Buttons shall be secured to withstand heavy wear and stress.

g. Workmanship: All cuts and seams must be straight, reinforced and evenly stitched. Any discrepancies in workmanship shall be cause for rejection.

h. Material: Shirt construction material shall be heavy-duty type and made of 65% polyester and 35% cotton.

2. Trouser/Pants

a. Color: Navy blue

b. Tailoring: Trouser shall be long and straight legged or boot-cut with two vertical pockets and two hip pockets without flaps. Pleats, peg, bell-bottom, and cuffs are prohibited. All pocket and zipper linings must not be visible. There shall be seven belt loops. Trouser shall be neatly tailored and loose enough to allow complete freedom of movement. Material gathering around the waistline of the trouser due to poor fitting shall be cause for rejection. Length shall be one (1") inch from the top of the shoe heel sole with no break in the front crease.

c. Workmanship: All cuts and seams must be straight, reinforced and evenly stitched. Uneven cuts on the fly, pockets, waistline, belt loops, or cuffs shall be cause for rejection.

d. Material: Trouser / Pants construction material shall be heavy-duty type and made of 65% polyester and 35% cotton.

e. Findings: The thread used for seams or reinforcements shall be made of J & P coat and same color to material of the trouser. Zipper color shall be same as shade. Pocket shall be good quality Dacron-cotton skirting and shall be properly treated rubber or felt. Findings must have "wash and wear" qualities do not cause bunching, shrinking or wrinkling upon washing.

- c. Undershirt: Undershirt shall be plain crewneck tee shirt without pockets, logos or design.
 - (1) Captains and above: Plain white
 - (2) Specialist and below: Plain blue
 - d. Hat: Navy blue Campaign hat with appropriate rank insignia.
 - e. Belt: Black leather basket weave belt with silver buckle only.
 - f. Socks: Plain black or navy blue socks with a minimum length to mid-calf.
- C. Class C (Physical Training Uniform)
- 1. Tee Shirt: Navy blue tee shirt without pockets with 5/8" pressed on white letters on upper left chest area. The words "FIRE ACADEMY STAFF" shall be evenly spaced in a rainbow arch form.
 - 2. Shorts
 - a. Shorts: Plain navy blue in color and without pockets.
 - b. Cotton/polyester shorts with an inseam of 8" and an elastic waistband.
 - 3. Shoes: Plain white or white with blue trimming athletic shoes.
 - 4. Socks: Plain white heavy duty socks with minimum length to mid-calf.
 - 5. Cap: All navy blue solid material baseball hat with 5/8 inch lettering. The words FIRE ACADEMY STAFF evenly spaced in a rainbow arch form on the front of the cap above the bill.

29.04 FIRE RECRUIT UNIFORM STANDARDS

- A. Class A (Dress Uniform)
- 1. Shirt:
 - a. Color: plain white button down shirt.
 - b. Tailoring: Uniform Dress shirts are to be long tailored, with pressed on military crease. Two in front, three on back, and one on each sleeve. Note: Sewn on military creases are prohibited.
 - c. Sleeves: Sleeves shall be short to extend from the shoulder seam to the elbow joint and creased on center.
 - d. Pocket: Shirts shall have one standard pocket on upper left chest.
 - e. Collar: The shirt shall have a permanent collar.
 - f. Buttons: Shirts shall have seven equally spaced buttons on the front. Buttons shall be the same color as the shirt. All buttons eyelets shall be strongly reinforced. Buttons shall be strongly secured to withstand heavy wear and stresses.
 - g. Workmanship: All cuts and seams must be straight, reinforced and evenly stitched. Any discrepancies in workmanship shall be cause for rejection.
 - h. Material: Shirt construction material shall be made of 65% polyester/ 35% cotton.
 - 2. Trouser/Pants
 - a. Color: Navy blue
 - b. Tailoring: Trousers shall be long and straight legged or boot cut, with two vertical back pockets and two hip pockets without flaps. Pleats, peg, bell-bottom, or cuffs are prohibited. All pocket and zipper lining must not be visible. There shall be seven belt loops. Trousers shall

be neatly tailored and loose enough to allow complete freedom of movement. Material gathering around the waistline of the trouser due to poor fitting shall be cause for rejection.

- c. Workmanship: All cuts and seams must be straight, reinforced and evenly stitched. Uneven cuts on the fly, pockets, waistline, belt loops, or cuffs shall be cause for rejection.
 - d. Material: Trouser construction material shall be made of 65% polyester/ 35% cotton.
 - e. Findings: The thread used for seams or reinforcements shall be made of J & P coat appropriate and same color to material of the trouser. Zipper color shall be same as trouser shade. Pocket shall be good quality Dacron-cotton skirting. Waistband shall be properly treated rubber or felt. All findings must have “wash and wear” qualities that do not cause bunching, shrinking or wrinkling upon washing.
- 3. Shoes: Shall be of black leather material with leather soles (low quarters) and shall be polished to achieve a highly glossy finish.
 - 4. Socks: Plain black socks with minimum length to mid-calf.
 - 5. Belt: Black leather basket weave with silver buckle.
 - 6. Hat: All navy blue solid material baseball hat with 1” white thread embroidery of the word “FIRE” on the front and above the bill.

B. Class B (Drill Uniform)

- 1. Shirt:
 - a. Shirt shall be a plain navy blue in color crewneck tee shirt without pockets.
 - b. Shirt made of cotton/polyester blend to withstand heavy wear.
 - c. The last name of the Fire Recruit shall be printed on the shirt.
 - d. Name shall be printed with white 2” pressed on letter on the front and back and centered horizontally on the shirt.
- 2. Trousers/Pants: Shall be the same as Class A uniform.
- 3. Shoes: Black plain toe leather boots with laces (steel toe optional).
- 4. Socks: Plain black socks with minimum length to mid-calf.
- 5. Belt: Black leather basket weave with silver buckle.
- 6. Hat: All navy blue solid material baseball hat with 1” white thread embroidery of the word “FIRE” on the front and above the bill.

C. Class C (Physical Training Uniform)

- 1. Shirt:
 - a. Shirt shall be a plain navy blue in color crewneck tee shirt without pockets.
 - b. Shirt made of cotton/polyester blend to withstand heavy wear.
 - c. The last name of the Fire Recruit shall be printed on the shirt.
 - d. Name shall be printed with white 2” pressed on letter on the front and back and centered horizontally on the shirt.
- 2. Shorts:
 - a. Plain navy blue in color.
 - b. Cotton/polyester shorts with an inseam of 8” and an elastic waistband.
- 3. Athletic Supporter
 - a. Jock straps (men)
 - b. Sports brassier (women)

4. Shoes: Plain white or white with blue trimming athletic shoes.
 5. Socks: Plain white heavy duty socks with minimum length to mid-calf.
- C. Grooming
1. Fire Recruits shall have a military style hair cut in the following manner;
 - a. Men
 - (1) Crew cut (G.I.) high and tight (whitewall).
 - (1) Must be evenly tapered.
 - (1) ½" of hair must left on the top of the head.
 - (1) Skinhead or baldhead is not acceptable.
 - (1) Haircuts shall be conducted every weekend and ready for inspection on Monday of each training week period.
 - b. Women
 - (1) Hair shall not exceed shoulder length.
 - (1) Hair shall be neatly combed at all times.
 - (1) Hair ties or clips are prohibited.

29.05 MISCELLANEOUS

- A. Reporting time for Academy Staff shall be at 0700 hrs.
- B. Training hours of the Fire Academy are scheduled from 0800 hrs to 1700 hrs Monday through Friday.
- C. Lunch break for Academy Staff shall be from 1200 to 1300 hrs. Fire Recruits shall have lunch break from 1200 hrs to 1245 hrs.
- D. Daily attendance is mandatory by all Academy Staff members throughout the Fire Academy training period.
- E. Academy Staff and Fire Recruits shall be in formation at 0725 hrs for the raising of the flag and singing of the National Anthem and the Guam Hymn. At 1730 hrs another formation will commence for the lowering of the flag and the singing of the National Anthem and the Guam Hymn.
- F. A daily inspection will be conducted by the Academy Staff at 0730 hrs, Monday through Friday and on other days, times, and locations specified by the Academy Staff. During inclement weather, inspections will be conducted inside the Academy classroom
- G. Class hours will be as follows;
 1. Instructional sessions will be from 0800 hrs to 1600 hrs.
 2. Academy staff is responsible for ensuring that the Fire Recruits are in the classroom and ready for lesson on time.
 3. Fire Recruits will not be used as runners or sent for errands during instructional sessions unless absolutely necessary.
 4. Fire Recruits are expected to participate on all instructional sessions as scheduled and are not to be interrupted at anytime.
 5. All misconduct of behavior or violations incurred by the Fire Recruits during class sessions shall be reported to the Officer in Charge or Academy Staff for proper action.
 6. Depending on the severity to the violations, disciplinary actions or punishment will not be instituted to any Fire Recruit during instructional sessions, whereas to distract attention or to disrupt classroom sessions.

7. Class sessions are scheduled for fifty (50) minutes periods and a ten-minute break is allotted for each training period.
- H. Drill and Ceremony.
1. All Fire Recruits will be in formation at the Academy grounds for D & C from 1245 hrs to 1300 hrs, conducted by the Academy Staff or the Class Commander.
 2. Academy Staff shall ensure that the Fire Recruits are in class and ready for lesson at 1300 hrs.
- I. Fire Academy Reports
1. The Officer in Charge is responsible for submitting the Weekly Report to the Fire Chief no later than 0900 hrs every Monday.
 2. A daily status report will be relayed to the Training Section no later than 0800 hrs Monday through Friday.
- J. Physical Fitness Training will be conducted by the Academy Staff from 1600 hrs to 1700 hrs, Monday through Friday.
- K. Course Administration
1. All fire science courses covered for the fire training cycle will be administered by instructors certified by the Guam Community College.
 2. Academy Staff are responsible for preparing all training equipment and materials required for instructional purposes.
 3. Academy Staff will assist in any training sessions when required.
 4. Academy Staff will monitor all training sessions to ensure satisfactory operations.
 5. In the absence of an assigned instructor for a scheduled course administration, Academy Staff will substitute.
- L. Smoking
1. Academy Staff shall smoke in authorized and designated areas.
 2. Academy Staff are prohibited from smoking while conducting any kind of training.
 3. Fire Recruits are prohibited from smoking while at the Fire Academy.
- M. Discipline: Fire Recruits shall adhere to the federal and local laws, as well as rules, regulations, policies, and procedures set forth by the Guam Fire Department and the Department of Administration.

GUAM FIRE DEPARTMENT

ORGANIZATION	
Chapter:	V - Personnel Policies and Procedures
Subject:	Personnel Identification Cards
Code:	1-V-30
Revised:	Draft

30.01 PURPOSE

To establish a policy and guidelines for wearing the Guam Fire Department issued Identification Cards.

30.02 POLICY

It shall be the policy of The Guam Fire Department that all employees in civilian attire wear the Personnel Identification cards at all times while on duty.

30.02 SPECIFICATIONS

- A. Department issued Identification Cards shall be laminated in clear plastic containing identification information and signature of the employee, and signed by the Fire Chief. No other forms of identification shall be used when conducting official Departmental business, which requires the use of Department Identification Cards.
- B. Department issued Identification Cards now in vogue is a 2" by 3½" card, with red letterings and lines. Employee identification information shall be typewritten in black, and both employee and Fire Chief's signatures shall be in black ink. Colored photographs showing full facial features shall be included in the block provided on the card. Clear, tint free plastic lamination shall be used to protect the card and secure its integrity.
- C. The front of the card shall contain the following information:
 1. "Guam Fire Department" heading
 2. Department Patch
 3. Date of Issue: Date of issue for each card made.
 4. I.D. No: Guam Fire Department personnel Identification Number.
 5. Employee's Signature: Black ink
 6. Employee's Name: Full Name
 7. Employee's Title: Title or Rank
- D. The Back of the card shall contain the following information:
 1. Employee's date of birth
 2. Employee's weight
 3. Employee's hair color
 4. Employee's eye color
 5. Employee's blood type
 6. Employee's Social Security Number
 7. Employee's citizenship
 8. Fire Chief's Signature: In black ink

- E. A Metal clip and plastic strap shall be provided to secure the Identification Card to the employee's attire.

30.03 STANDARDS FOR WEARING

- A. When in civilian attire, the Guam Fire Department Employee Identification Card shall be worn by all members while on duty, and when conducting official departmental business or activity. Listed below are considered official departmental businesses or activities which warrants the use of the I.D. Card:
 - 1. At all times when at Departmental headquarters in civilian attire.
 - 2. When engaged in training while in civilian attire.
 - 3. While off-duty assisting at an emergency.
 - 4. While participating in activities sanctioned by the Guam Fire Department.
- B. The Identification Card shall be clipped on the left collar tip, or left front pocket, with the front of the card exposed for view.
- C. When conducting personal business or transaction, the Identification Card may be used for credential purposes. At no time shall the card be used for gaining benefits of gifts.

30.04 RESPONSIBILITY

- A. It shall be the responsibility of each Department member for the care and safekeeping of their Department issued Identification Card.
- B. Supervisors shall periodically inspect the conditions of the Identification Cards of their subordinates.
- C. Members shall keep their Identification Cards readily available at all times for immediate use.
- D. Lost Identification Cards shall be reported immediately in writing to the Fire Chief, via channels, stating full details of the lost.
- E. Request for replacement due to poor condition may be made in writing to the Fire Chief, via channels. Old Identification Cards shall be turned in upon receipt of new ones.

30.05 PENALTY FOR VIOLATION

Whenever a Guam Fire Department employee is found to be in violation of any of the provisions of this Order, adverse action may be taken depending on the severity of the violation and willful disobedience to order. This Order rescinds all previous orders and directives issued concerning Fire Department Identification Cards.

GUAM FIRE DEPARTMENT

ORGANIZATION	
Chapter:	VI- Rules and Regulations
Subject:	General Conduct
Code:	1-VI-1
Revised:	Draft

1.01 PURPOSE

To outline the basic standards of general conduct expected of Fire Department members.

1.02 POLICY

- A. All Fire Department members are expected to operate in a highly self-disciplined manner.
- B. Members shall abide by the standards of personal conduct outlined within the policy.

1.03 RESPONSIBILITY

Every member of the Guam Fire Department is responsible to regulate his or her own conduct in a positive, productive, and mature way.

1.04 ALL MEMBERS SHALL

- A. Follow Operations Manual and written directives of the Guam Fire Department, Department of Administration Personnel Rules and Regulations, to include local and federal laws.
- B. Use their training and capabilities to protect the public at all times, both on and off duty.
- C. Work competently in their positions to cause all department programs to operate effectively.
- D. Always conduct themselves to reflect credit on the department.
- E. Be managed in an effective, considerate manner and follow instructions in a positive, cooperative manner.
- F. Always conduct themselves in a manner that relates good order inside the department.
- G. Keep themselves informed of updated information pertinent to doing their jobs effectively.
- H. Be concerned and protective of each member's welfare.
- I. Operate safely and use good judgment.
- J. Keep themselves physically fit.
- K. Observe the work hours of their position.
- L. Exercise caution to avoid unnecessary damage or loss of department property, and shall be responsible for the keeping and proper care of all department property in their charge.
- M. Be civil and respectful to all members of the Fire Department as well as the public.
- N. Employees will, when requests are made upon the department by those not directly connected with the department, handle these requests as quickly as is

practical and as accurately as possible. All requests made shall be brought to the attention of the next higher official within the department.

1.05 MEMBERS SHALL NOT:

- A. Engage in any activity that is detrimental to the department.
- B. Engage in a conflict of interest to the department or use their position with the department for personal gain.
- C. Use alcoholic beverages, debilitating or illegal drugs, or any substance, which could impair their physical or mental capabilities while on duty.
- D. Participate in any form of gambling.
- E. Fight.
- F. Engage in any sexual activity while on duty.
- G. Possess any form of pornography while on duty.
- H. Abuse their sick leave.
- I. Steal.
- J. Engage in horseplay.
- K. Use profanity, improper conduct, or indecent language while on duty.
- L. Make loud or annoying noises.
- M. Make unnecessary disturbance of other members.
- N. Be permitted to make derogatory remarks to anyone about any member or officer of the department, which might subject them or the department to ridicule.
- O. Make a false official report or make a false statement or gossip about a member of the Fire Department or the business of the Department, which might discredit or be a detriment to any such member of the department or the department as a whole.
- P. Circulate any questionnaire, poll, petition, letter, or other documents relating to any department policy, for signature by any member while on duty.
- Q. Employees are forbidden to belong to any society, group, organization or association which advocates the use of unconstitutional means to secure any change in the present existing form of government of the United States or the Territory of Guam.
- R. Loan, sell, give away or in any way dispose of any property belonging to the department.
- S. Solicit nor receive any monetary contribution from any member, while on duty, without the purpose of such solicitation or contribution. This rule shall not apply to collections, payments, or contributions, which a member authorizes pursuant to any existing law; nor to house dues, and mess funds.
- T. Receive any gratuity, reward, present or financial benefit for service rendered in the discharge of his duties; nor shall any member accept any financial benefit as a result of employment with the department.

GUAM FIRE DEPARTMENT

ORGANIZATION	
Chapter:	VI- Rules and Regulations
Subject:	Code of Ethics
Code:	1-VI-2
Revised:	Draft

2.01 PURPOSE

- A. To establish broad behavioral guidelines within which all employees are expected to conduct themselves while working for the Guam Fire Department.
- B. To declare and define the moral obligations of all members of the Guam Fire Department.

2.02 POLICY

- A. Employees shall perform their duties and responsibilities ethically and in accordance with laws.
- B. Employees will conduct themselves at all times in such a manner as to create respect for themselves, as public servants, and the department they represent.
- C. Employees will place public interest above individual, group, or special interests and will consider their jobs as an opportunity to serve the citizens of Guam.
- D. Employees will not discriminate because of race, color, religion, age, sex, sexual preference, handicap, political affiliation, or national ancestry. In his/her job capacity, each employee works to prevent and eliminate such discrimination in providing services, assigning work schedules, and in executing all personal actions.
- E. Employees will not have any material, financial interest in any private business or professional activity, which would be in conflict with their job responsibilities. Employee will not engage in any business activity or professional activity that would appear to be in conflict with their job responsibilities or that would tend to impair independence of judgment or action in the performance of official duties.
- F. Employees will not accept any personal gift, favor, service, money, or anything of value from the public, which might reasonably tend to influence or might reasonably be inferred to tend to influence the impartial discharge of duties.
- G. Employees will at all times, when in contact with the public, be fair, courteous, respectful, and impartial.
- H. Employees shall put forth honest effort in the performance of their duties.
- I. Employees will refrain from using their position for personal gain.
- J. Employees will keep confidential all information not available to all citizens that are required by virtue of their position in the organization. The same shall apply to interdepartmental information not available to all employees of the department.
- K. Employees shall not utilize government property for private uses.
- L. Use of department telephones will be allowed for local calls as long as employees are reasonable in their use. Use of department telephones for unofficial long distance calls will not be permitted without prior approval.

- M. Employees shall, in good faith, disclose waste, fraud, abuse and corruption to appropriate authorities, and in doing so shall be protected from reprisal.
- N. Employees will observe all work schedules as established by the department and will not deviate from them.
- O. Employees will not drink any alcoholic beverage or take any drug that might incapacitate an individual while on duty.
- P. Employees will, when in public, clearly distinguish/identify between all statements and actions made as an individual and as a representative of the department.
- Q. Employees shall respect the rights and privacy of other employees and shall not use their position, authority or other means to injure another person or employee for personal reasons or malicious purposes.
- R. It is expected that all employees of the department will follow these policy statements as stated herein.